



# Dagmara Binkowska

## CONTACT

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-  Driving license B (British)

## SKILLS

- Sales team supervision
- Project work
- Microsoft Office Suite
- Customer service excellence
- Administration duties
- Benefit payments
- Staff supervision and appraisal
- Document interpretation and translation
- Advising skills
- Relationship building
- Client rapport
- Detail-orientated
- KPI review and management

## LANGUAGES

**Polish:** Native language

**English:** C2

Master or proficient

**Spanish:** C1

Advanced

**French:** A2

Elementary

## PROFESSIONAL SUMMARY

I am a driven and highly adaptable bilingual individual who is eager to improve current skills and develop new ones. Given an inspiring environment and challenging tasks, I am a highly efficient asset to the team. Along with the extended experience in Public Sector, People Management, Recruitment, Leadership, Sales, Customer Service and Administration I am a strong and versatile candidate. I truly look forward to becoming a part of a new adventure.

## WORK HISTORY

**Executive Officer** 04/2021 - 02/2022  
**Department for Work & Pensions - London**

- Carrying out government policies and delivering vital service to the public
- Meeting legal duty to comply with the Equality Act 2010 and making sure customers get the additional support and advice to help them access public services
- Managing an operational caseload and taking part in benefits payment process
- Providing support and quality advice about effective job search actions in a largely digital world to customers claiming Universal Credit
- Developing an in-depth knowledge of local employment opportunities and supporting service partners offer
- Making timely decisions, based on customer needs, and referring them to appropriate help and support
- Handling enquiries promptly and efficiently from members of the public, other civil servants and service partners either in person, on the phone or in writing
- Undertaking a range of general administrative tasks; organizing, producing and maintaining accurate records

**Events Operations Manager** 01/2019 - 09/2020  
**Reach Contact - Heathrow Airport - London**

- Managing entertainment and sales projects in duty free area and ensuring their successful execution
- Working in partnership with Heathrow Management and other clients to ensure that KPIs and commercial targets for each project are achieved
- Producing monthly reports for the client describing process, results and areas of improvement
- Comprehensive understanding of relevant data for the purpose of driving team performance and its regular analysis
- Carrying out team meetings and briefings to discuss results, provide training and give direction on key strategic priorities
- Running monthly payroll for the team of 50 employees
- Recruiting outstanding talent- recruiting, training, supervising and appraising staff

- Extensive reporting (Intranet- Global Connect) – sending sales reports to the client and assuring the high quality of reporting
- Competent in a number of Word processing packages – Excel (pivot table, auto-filters), MS Office, Power Point
- Working as a management team member to ensure the smooth daily running of the Operational function
- Maximizing profitability and meeting sales targets through maximizing team performance
- Terminals' KPI targets- monitoring and improving standards via audits and Employee engagement (Work With; meeting Heathrow Shopping services targets and POS material distribution management)
- Developing working relationships with the retailers to maximize sales opportunities
- Commercial translating Polish, Spanish, English
- Dealing with passengers' queries and complaints

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## EDUCATION

**Bachelor of Arts:** English Language and Literature, 2013  
**Middlesex University** – London  
Completed with 2:1.

**Master of Arts,** 2012  
**Cultural Studies** – Poznan, Poland  
Thesis: Magic realism as a characteristic feature of Emir Kusturica's output

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## CERTIFICATIONS

**2021**  
**Introduction to Web Development**  
FutureLearn

**2019**  
**Introduction to Data Analysis using Excel, online course,** Microsoft – DAT205x, edX platform

**2014 – 2015**  
**Team Leading National Vocational Qualification, Level 2,** Heathrow Academy, London

**2017**  
**Event Management Masterclass Certificate**  
The Event Resources Group

**2013 – 2014**  
**Institute of Linguists Educational Trust Diploma in Translation Preparation Course. Module: English into Polish,** City University of London, London

**2011 – 2012**  
**Spanish Language Certificate, Level Upper-Intermediate (B2)**  
Spanish Course, University of Seville, Seville, Spain  
Erasmus Exchange