

# Katarzyna Sobów

## CONTACT

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## EDUCATION

**ENGINEERING MANAGEMENT** at Poznan University of Technology (October 2014 - June 2018)

Obtained the engineer ("inżynier") degree with GPA 4.0, thesis on: Evaluation of customer satisfaction in a chosen enterprise.

## WORK EXPERIENCE

**TECHMASZ-CHOCO MACIEJ ALABA** (March 2020 - Present)

Translator/Social media manager

The job duties include:

- Translating documents regarding the products;
- Replying to messages from the customers;
- Writing articles about certificates and ingredients;
- Promoting the products.

**GOTRANSCRIPT** (January 2018 - Present)

Transcriber/Editor/Translator

The job duties include:

- Transcribing Polish files from various categories;
- Editing and proofreading transcriptions in Polish provided by other transcribers;
- Ensuring high-quality products and customer satisfaction;
- Translating transcriptions, articles, subtitles, short texts, poetry, manuals, medical and legal documents from English to Polish and from Polish to English.

**EMPIK S.A.** (September 2016 - December 2017)

Salesperson/cashier

The job duties included:

- Operating cash registers;
- Recommending, selecting and helping locate or obtain merchandise based on customer needs and desires;
- Greeting customers and ascertaining their needs, treating them with respect and kindness;
- Placing special orders or calling other stores in the chain to find items desired by customers;
- Maintaining knowledge of current sales, promotions and policies regarding payments and exchanges;
- Handling product deliveries and returns of unsold/faulty merchandise.
- Answering questions regarding the store and its merchandise;

**SZKOŁA OMEGA** (June 2015)

Leaflet distributor

The job duties included:

- Distributing leaflets on the streets, different location every day;
- Promoting the company and its services.

## SKILLS

- Creative;
- Social media knowledge;
- Experience in customer service;
- Ability to work under pressure;
- Hard-working;
- Good communication skills;
- Excellent knowledge of the Microsoft Office package (Word, Excel, PowerPoint, Visio);
- Ability to work in a group as a leader as well as a follower;
- Great time management;
- Patient;
- Punctual;
- Fast-learner;
- Detail-oriented;
- Conscientious;
- Reliable.

## INTERESTS

- Social media;
- Marketing;
- Writing and reading poetry;
- Reading books;
- Watching films;
- Creating art, favourite technique: decoupage.

## CERTIFICATES

- **ACERT** Academic Certificate of English, level B2 (CEFR), grade: 4.5; acquired on Feb 1, 2016.