Curriculum Vitae

# Marcin Sylwester Balewicz

**+48-690-222-113**

**marcin420@gmail.com** Objective

**To obtain a position that would allow me to work in an environment that would challenge me as a professional and add to my extensive skills, especially anything SalesForce related. I’m a native English and Polish speaker. I possess excellent communication, customer service, technological and business consultant experience. Through time, my contact with supervisors and clients included interaction over the phone, in person and online.** Education

 ***Batavia High School 1200 W. Wilson St., Batavia, IL 60510***

 **1993-1997**

***Loyola University Chicago* 1032 W. Sheridan Road, Chicago, IL 60660**

 **1997-1999**

# Capabilities

**I am a self-starter. Since I am an enthusiastic member of the SalesForce community, I prefer being part of a dynamic, goal motivated team but I work just as well independently.**

**I seek additional responsibilities within the scope of the position I’m currently holding, and I am constantly trying to improve my skills and develop new ones. I work well with a wide range of people and have excellent interpersonal skills.**

**I’m very accurate with figures and attentive to details.**

**Tight deadlines have always motivated me, and I welcome them.**

**My experience as SalesForce Senior Technical Support helped in making me a really resourceful professional eager to participate in new challenges.**

**I’m a fast learner--capable to learn new systems, software & hardware technology quickly.**

# Experience

## HCL Technologies

**Kraków, Poland**

**(June 2013 – Current)**

### SalesForce Advanced Administrator

* **My daily job is to solve issues that are of concern to EMEA Administrators.**
* **I am Certified Administrator ADM201, Certified Advance Administrator ADM211.**
* **My duties as SalesForce Technical Support Agent include suggestions as to what process should be implemented for each individual customer and to lead that implementation process.**
* **European companies that use SalesForce.com receive support from me and my colleagues in two stages:** o **During first stage I become a Consultant providing the possible solutions to our customers.**

o **During the second stage I am doing the Technical work to get ready the implementation**  **I performed around 200 partial implementations during this time at HCL.**  **Learned, explored and worked in every single area of Salesforce.com:**

* **Creating Repots/Dashboards/Report Types**
* **Performing Data Exports/Imports/Backups**
* **Configured the sharing model of the company**
* **Created Record Types and Pages Layouts**
* **Deployed Apex Triggers**
* **Set up and worked in Sandboxes**
* **Suggested further or new training, both online courses as well as practical pointers, for new customers.**

## CAP Gemini

**Kraków, Poland**

**(December 2011 to October 2012)**

### *Service Desk Agent/*Help Desk / Assistant for Information Technology

* **Accept technical support calls to the I.T. Department and log them in the Help Desk Tracking System.**
* **Troubleshoot and resolve end-user hardware, operating system, and software related problems.**
* **Troubleshoot and resolve basic network and server access problems for end users.**
* **Resolve issues with WAN, VLAN, firewall, VPN, SAP, and BPCS systems.**
* **Troubleshoot and resolve issues with voice communications.**
* **Prepare reports, distribute departmental inter-office correspondence, file, and provide general assistance to the I.T. department personnel as directed by the Department Manager and/or the Non-Business and Project Execution Systems Supervisor.**
* **Participation in the I.T. Extended Support Program.**
* **Responsible for managing and enhancing the performance of a team of customer service representatives.**
* **Provided administrative support.**
* **Demonstrated sound judgment and fairness when administering policies and procedures.**
* **Set up procedures (referring to new tasks and requirements) as well as identifying their chief hindrances and defining parameters.**
* **Prepared training materials and carried out training sessions.**
* **Dealt with complaints and escalations from internal and end clients.**
* **Helped to manage a team of 20-25 people by doing the following:**
	+ **Monitored team members’ conversations and identified problem key areas**
		- **Through individual meetings that identified each person’s key areas that needed improvement**
		- **Through group presentations that highlighted most common mistakes different team members committed**
	+ **Trained and coached new members of the team.**

## Mail Junction USA

**Singer Island, Florida, USA**

**(August 2004 to November 2011)**

### *Office Manager/Computer and Business Consultant*

* **Customer service, both in person and via phone and email.**
* **Managed the LAN on premises**
* **Maintained and upgraded all computers on and off and the premises.**
* **Upgraded and purchased new hardware when necessary.**
* **On/off site computer hardware and software repair/installation/instruction.**
* **Very accurate shipping & packing of UPS, Fed Ex and U.S. mail packages using proprietary software.**
* **Responsible for keeping track of all the bills, invoices and forwards.**
* **Responsible for all monthly, quarterly and yearly revenue reports.**
* **Advised in scope of business and clients’ purchases.**
* **Trained and coached new members of the team**  **Identified ideal candidate for my replacement**  **Provided administrative support.**
* **Dealt with complaints and escalations from internal and end clients.**

### Oasis Staffing

**Fort Lauderdale, Florida, USA**

**(August 2003 to August 2004)**

***Temporary work agency***

**Temporary assignments that included:**

* **IT help desk support**
* **data entry**
* **customer service**
* **administrative assistant**
* **quality assurance**
* **training and coaching in many different areas of administrative management**
* **miscellaneous other IT support assignments.**

### Franciscan House

**Fort Lauderdale, Florida, USA**

**(September 2000 to August 2003)**

#### Administrative Assistant

* **Network upkeep.**
* **Upgraded and serviced all computers on site.**
* **Customer Service:**

o **Control all incoming and outgoing mail and parcels** o **Answered 16 line PBX.**

* **Trained staff on use of the software and hardware on site as well as taught how to fix the PCs.**
* **Overlooked the network and how the trainees were working out in the new environment. Provided administrative support.**

### Tropical Shipping

**Palm Beach, Florida, USA**

**(September 1999 to September 2000)**

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**Maintained all**

**the computers that were on LAN.**

#### Documentation Specialist

* **Responsible for all U.S. Customs papers necessary to filled on time, otherwise extremely heavy fines would be assessed.**
* **Maintained Fed Ex system for U.S. and British Virgin Islands.**
* **Documented all cars being shipped to the Virgin Islands.**

### LD&A Advertising

**Batavia, Illinois, USA**

**(September 1996 to September 1999)**

***Shipping Clerk***

### Batavia High School

**Batavia, Illinois, USA**

**(January 1994 to September 1996) *Helpdesk operator***

* **Maintained LAN and WAN.**
* **Taught classes on subjects varying from basic use of computers to how to create web pages in HTML.**
* **Help Desk related duties.**
* **Designed PowerPoint presentation that won the council’s approval for a $1.5 million technology upgrade.**
* **Dealt with complaints and escalations from internal and end clients.**

Excellent employee and character references available upon request.

**"I hereby authorize you to process my personal data included in my job application for the needs of the recruitment process (in accordance to the Personal Data Protection Act 29.08.1997 no 133 position 883)."**