

## CURRICULUM VITAE

**Stanisław Okulnicki**  
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### PROFESSIONAL EXPERIENCE

- 09.2000 – present**                      **Customer Service Director in Rzeszów**  
**Tele mele Limited**
- Employing and training a team of twenty people for the purpose of customer service, which allowed to increase profits by 20
- 07.1998 - 09.2000**                      **Telemarketing Director in the Customer Service Department**      **FKU sp z.o.o**
- Responsibility for employment and training of a team of sixty telemarketers and managers (1st level).
- 05.1997 - 06.1998**                      **Customer Service Department Specialist**                      **OMFG Corp.**
- Supervision of staff of customer service department. Responsibilities: supporting the sales department, implementing new rules and procedures of customer service, monitoring the achievement of prospective goals in terms of sales and customer relations.
- 03.1992 - 05.1997**                      **Customer Service Department Representative**                      **P-tel Sp z.o.o**
- Involvement in all aspects of customer service: providing information, problem solving, supporting relations with the sales department and developing relationships with new clients and implementing new services.

### EDUCATION

**1988 - 1992**                              **Uniwersytet Gdański (University of Gdańsk), Faculty of Management**  
Master of Economics with a specialization in Finance and Banking

### COURSES AND TRAININGS

2008                                      Managing changes in organizations  
2011                                      Effective negotiations key to effective sales - Training

### LANGUAGES SPOKEN:

- fluent English (written and spoken)

### OTHER SKILLS

- Driving license B category

*I agree to have my personal data processed for any purposes necessary to the recruitment process in accordance with the Personal Data Protection Act of 29 August 1997, Dz. U., No. 133 item 883.*