

Magdalena Kaczmarczyk



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Creative and detail-oriented artist with a Master's in Audio-Visual Arts, experienced in developing bespoke artwork and managing projects from concept to completion. Proven track record in customer service roles, adept at resolving queries and enhancing satisfaction through effective communication and analytical skills.



Work experience

Contemporary abstract artist

Self-employed , Tienen

January 2020

Current

- Created original artwork for exhibitions and private collections.
- Collaborated with clients to design bespoke art pieces and installations.
- Managed multiple art projects from concept to completion with precision.
- Managed social media presence, showcasing new pieces and engaging followers.
- Developed unique techniques enhancing contemporary art styles and themes.

Teleagent

Telus International , Sofia

January 2019

December 2019

- Managed high-volume inbound calls to meet customer needs effectively.
- Resolved customer queries promptly, ensuring high satisfaction rates achieved.
- Documented customer interactions for future reference and performance tracking.

Customer service specialist

Cathay Pacific Airways , Cracow

March 2018

December 2018

- Managed customer inquiries via phone, email, and live chat.
- Resolved complaints efficiently, ensuring high customer satisfaction rates.
- Analysed customer feedback to suggest improvements for service delivery.

Skills

Attention to detail
Feedback analysis
Problem solving
Visual communication
Creative thinking

Interests

Classical Music
Reading
Volunteering

Languages

Dutch (C1)
Polish (native)
English (C1)

IT skills

AI Tools
Problem Solving
Art Software
Communication Tools
Customer Insights
Data Analysis