

# 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

January 2020

Self-employed , Tienen

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

January 2019

Telus International , Sofia

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

March 2018

Cathway Pacific Airways , Cracow

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