



Daniil Shevchenko

18.09.2001

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Courses

2. „Umiejętności Jutra” –
Google & SGH

1. Marketing research and
analysis - UW



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Profile

Development and knowledge are my best motivators. I cannot imagine my day without any activity and challenges. For me, "sky's the limit", nothing is impossible, all that matters is willingness and commitment to your work.

Education

Warsaw University

01.10.2021 – Management – Marketing – MA full-time studies
Projects (marketing research): Kubuś, Frugo, Barbie, Belvita, Żubr

Lazarski University

01.10.2018 – Economics – Entrepreneurship – BA full-time studies
16.07.2021
Projects (market research): CCC, MediaMarkt

Experience

01.07.2022 – *Castorama – the headquarters of DIY shops*
01.10.2022

Marketing trainee (CX):*

- Competitor survey (services)
- Conducting marketing research,
- Making briefs and presentations
- Active participation in meetings with research agencies and media houses
- Creating content and visualising posts on Facebook
- Conducting a "mystery shopper" survey
- Learning the method of doing surveys marketing

*received references after my internship

16.03.2022 – *Media Markt – chain of stores selling consumer electronics*
16.06.2022

Household and Electronics Customer Advisor:

- Identifying the client's needs and meeting them on a professional level
- Use of soft skills
- Maintaining documentation and merchandising
- Cooperation with the logistics department
- Working in CRM - WWS

07.03.2021 – ***E100 – sales of fuel cards***

01.07.2021 ***Customer Service Intern:***

- Dealing with customers face-to-face, over the phone and via e-mail,
- Dealing with customer needs, concerns and complains over the phone,
- Data sorting and analysis, creating Excel tables,
- Work practice in CRM - 1C

16.04.2020 – ***National chain of stores Epicentr K***

16.09.2020 ***Household and Electronics Customer Advisor:***

- Providing customer service to meet client needs and to encrease customer satisfaction,
- Using soft skills (tact, vigilance and assertiveness, especially while consultationing and dealing with customer complains)
- Gaining knowledge of corporate culture,

17.11.2018 – ***Vapiano restaurant***

13.03.2019 ***Kucharz: (Open space)***

- Customer Service (open space kitchen)

Skills

- CRM/ERP – 1C/Potamus/WWS
- Google Ads, GA4, GTM
- MS Office (Excel/Word /PP)
- Creativity
- Communication
- Analytical thinking

Interests

- Chess
- Travelling
- Boxing
- Fishing

Languages

Polish – C1

English – B2

Russian – C1

Ukrainian – Native