

# Marta Zielińska

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*Role in the first line = the exact title from the job ad. No photo, no date of birth, no street address.*

## About me

A year in customer service at a clothing store and two years running my own cooking profile with 4,200 followers; Polish and English (C1).

From day one I can run a HubSpot ticket inbox, answer customers in English and make sure no case waits for a reply longer than a day.

*Two sentences: who you are today and what you can do from tomorrow. No adjectives ("communicative", "organised"); the numbers below prove the trait.*

## Projects and proof

**@cooking.at.uni profile (Instagram)** · author and the only person doing everything · 2024 – today

- 3 posts a week for 2 years, 4,200 followers with no paid promotion, 2 collaborations with local brands.
- I answer 30–50 follower messages a week; average response time under 12 hours.
- Proof: instagram.com/cooking.at.uni (example, fictional profile).

**"Students in Startups" conference (student society)** · registration coordinator · 03.2025 – 05.2025

- Registered 120 attendees in Google Forms and Excel, zero mistakes on the list on event day.
- Wrote 6 emails to attendees (confirmations, reminders, survey); 71 of 120 filled in the post-event survey.

*This is where everything you have goes, even if it was never a job: a uni project, your own profile, volunteering, an online shop, side work. Strongest first, every bullet with a number.*

## Work and internships

**Butik Cytryna (clothing store, Kraków)** · sales assistant, customer service · 06.2024 – 08.2025

- Served 60–80 customers a day, closed the till and sent a daily report to the manager for 14 months, zero cash discrepancies.
- Introduced a 12-point opening-shift checklist; "item missing from the shelf" complaints dropped from 4–5 to 1 a month.

**Lingwa translation agency** · intern · 07.2023 – 09.2023

- Proofread 40 pages of translations a month, kept the job calendar for 3 translators in Google Calendar.

*Not "responsible for customer service". How many people, how many times, how long, what changed: a number you can defend in the interview.*

## Courses

HubSpot Academy, Customer Service Fundamentals, 2025 — set up a ticket inbox in free HubSpot for my profile and answer messages from it.

*Every course related to the role. If something came out of it, say what, like above.*

## Education

**Kraków University of Economics** · Management, bachelor's · 2025

Thesis: "Why online shoppers don't come back after the first purchase" — a survey of 212 people.

## Languages and tools

**Languages:** Polish native · English C1 · German A2 *(level as a letter, no dots or bars)*

**Tools:** HubSpot (ticket inbox, contacts) · Excel and Google Sheets (pivot tables, VLOOKUP) · Canva · Google Workspace *(name + what you do in it, not "advanced")*

*Consent line: if the company uses an application form, consent is in the form and you don't need this. If you email the CV to a Polish company, one current sentence at the bottom: "I consent to the processing of my personal data for the purpose of this recruitment."*

**Marta, her employers and the numbers are made up.** The example shows what bullets with numbers look like; you put in yours. Swap in half an hour: 1) ask "how many?" at every bullet (people, times, days, money, percent); 2) delete the purple hints; 3) read the top of the page in 7 seconds: is it clear who you are and what you can do? One column, plain headings, a PDF with real text.

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