




# Patrycja Kozdrach





## Personal details

 Patrycja Kozdrach

 info@kozdrach.com

 0638230039

 Haarlem, 2035AM

 Polish

## Languages

Polish ●●●●●

English ●●●●●

## Skills

Stakeholder Management ●●●●●

Problem-Solving ●●●●●

Contract Negotiation ●●●●●

Communication ●●●●●

Analytical Thinking ●●●●●

Interpersonal ●●●●●

Project Management ●●●●●

Business Development ●●●●●

Sales ●●●●●

## Profile

Experienced Account Executive with over 8 years of leadership experience across Eastern Europe, primarily enhancing customer support and operational efficiencies at Canon. At CVMaker B.V., I led initiatives that improved management and technical support, adhering to strict regulatory standards. I excel in forging strong relationships with managers and clients, consistently surpassing KPIs and budgetary expectations. My proactive approach has driven innovative, cost-effective operational changes. Eager to leverage my expertise in networking and sales to contribute to team projects and drive successful partnerships within a dynamic environment.

## Employment

### Order Management Coordinator

2023 - Oct 2024

CANON, Amstelveen

- Coordinated supplier communication for backorders and RMAs, ensuring on-time delivery and cost-effective solutions.
- Maintained accurate records of vendor contracts, quotes, and procurement details, ensuring all project data was organized in Excel sheets.
- Negotiated prices with suppliers to achieve better cost savings for the company.
- Collaborated with internal teams, including Accounts, to ensure timely vendor payments and contract finalization.
- Managed the scheduling and logistics for monthly vendor visits, including trips to Poland for supplier meetings.

### Country Manager Poland, USA, UK

2018 - 2023

CVMaker B.V., Amsterdam

- Increased revenue by 192% for a key client through strategic relationship-building and contract negotiations.
- Charged with smooth operations in a fast-paced environment, understanding pain-points of a new project, setting goals, and updating business records to ensure a high quality of deployment and 100% productivity of all resources.
- Cultivated and managed client relationship management via communicative channels such as phone and email, as a point of escalation for complex queries and concerns, improving service standards and issue resolution to ensure maximum client satisfaction.
- Motivated to search for opportunities, collaborating with clients to introduce exciting new ideas and goals to work towards, developing numerous experiences such as career future planning, applying for jobs, and interview preparation between 2019 - 2022.
- As Contract Administrator, cross-leveraged negotiation skills as well as order management expertise to expertly conduct negotiations whilst ensuring 100% compliance with all contract clauses between Q2 2019 to date.
- Applied interpersonal skills and client relationship management to ensure 1,000+ relevant stakeholders, clients, suppliers, and contractors had up-to-date information throughout all processes.
- Wrote valuable content website-related for global audiences that were easy to translate and adapt to different markets.

### Call Center Agent

2016 - 2018

IPSOS S.A., Amsterdam

- Contributed substantively to a high level of patron loyalty through

# Hobbies

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- Family
- Friends
- Spirituality
- Mindfulness
- Traveling

interpersonal skills, length of service, personal presentation, and my understanding of the personalities, preferences, and expectations of customers.

- Completed surveys for full-service market research companies, advertising agencies, marketing consultants, inventors, law firms/legal consultants.
- Conducted Consumer/Executive/B2B/Medical interviews onsite, in person, over the telephone, and online.
- Delivered excellent customer experience, assisting customers with choosing the appropriate product and/or service to match their needs.
- Conducted problem solving and troubleshooting.
- Provided technical help to 100 colleagues if required.

## **Administrative & General Assistant**

**2013 - 2016**

PVH Corp., Amsterdam

- Coordinated supply chain operations between suppliers and distribution centers, ensuring efficient inventory management.
- Worked with cross-functional teams to optimize the purchasing process, reducing delivery times and costs.
- Provided administrative support to senior management, including managing schedules, contracts, and communications with suppliers.

## **Administrative Assistant**

**2010 - 2013**

NOBI, Bergen, Norway

- Assisted with answering phone calls, scheduling meetings, and supporting visitors. Carried out administrative duties such as filing, typing, copying, binding, scanning, etc. Completed operational requirements by scheduling and assigning administrative projects and expediting work results.
- Provided support to all managers, employees, and potential stockholders, assisting in a daily office needs and managing the company's general.

## **Sound Engineer Director**

**2006 - 2010**

EMI Music, Warsaw, Poland

- Created technical reports for 100+ customers, services and recommend complex solutions to improve the smooth run of the business.

# Education

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## **M.S. Sound Engineering**

**2000 - 2005**

The Chopin University of Music, Warsaw, Poland

# References

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References available upon request.