**Monika Polacik**

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Nationality: Polish and Irish

**Qualifications**

**2014 – 2015**

**Postgraduate Certificate in Innovation, Entrepreneurship and Enterprise** (Level 9) from UCD Innovation Academy, University College Dublin, Ireland

**2008**

**Diploma in Web Design** from Dublin Business School/ Dublin, Ireland

**2007**

**Diploma in Project Management** from Dublin Business School/ Dublin, Ireland

**1999 - 2001**

**Master of Philosophy in Foreign Language Didactics** from Humanities Academy in Pultusk/ Warsaw, Poland

**1996 - 1999**

**Bachelor of Arts in Linguistics** from Linguistics College/ Czestochowa, Poland

**Translations in English & German**

**1991 - 1996**

**Leaving Certificate with extended Polish, English and Biology** from Copernicus High School/ Czestochowa, Poland

**Employment**

**Nov 2015 – Currently**

**Polish Language Interpreter**

**Crosscare Housing and Welfare Information** **Centre**

* Interpreting and translating to assist Information and Advocacy Officers with the delivery of the service to the Polish community with regards to the issues relating to housing, homelessness and social welfare etc.

**May 2006 – June 2013**

**eBay EU Headquarters**

**Dublin, Ireland**

*Career Path:*

**Oct 2012 – June 2013**

**EU Policy and Seller Risk Management Learning Specialist**

**Community Watch: UK, FR, ES, IT, NL and PL**

**Trust and Safety Department**

*Supporting In-house Teams and Partners in India*

Learning & Quality Management

* Responsible for developing Knowledge, Skills and Behaviours with our teammates whilst ensuring employee accountability and driving results in meeting and exceeding goals in Resolution, Customer Satisfaction as indicated.
* Executing on all phases of training: Analyse, Design, Develop, Facilitate, Evaluate
* Developing, designing, and delivering curriculum (product, process and tools) using adult learning theory
* Identifying training objectives, conducting needs assessments, and evaluating training effectiveness
* Instilling the culture and driving mind set shifts within the teams by communicating the business context for changes in processes, policies and departmental areas of focus
* Creating course outlines, instructor and participant guides, job aids and other required training materials
* Evaluating the success of learning solutions across reaction, learning, application and business impact levels
* Ensures continuous improvement in training material and approach and teammate performance through solicitation of learner feedback and measurement of results

Subject Matter Expert

* Recognising the propensity of certain items to cause bad buyer experiences and damage to the perception of eBay’s Brand
* Looking to mitigate and eliminate these concerns through education, detection, limits, blocks and when necessary, suspension of seller accounts
* Aligning our talents and goals to create an effective end to end front to promote safety and security of eBay
* Cooperating with Legal and PR Teams, Policy Managers on enforcement of policies across European markets on variety of topics: Prohibited Items, Listing Practices, Infringement and Verified Intellectual Rights Owner programme.
* Supporting Partners in India by being first point of contact for policy updates and clarifications, delivering Train the Trainer sessions and overcoming challenges in monitoring the site

**Jan 2011 – Oct 2012**

**Senior Operations Support Specialist**

**Polish Market, Rest of Europe**

**General Support**

*Supporting Partners in Budapest, Hungary*

Training:

* Deliver department specific, cross functional and refresher training
* Update around process & policy changes
* Perform training Needs Analysis
* Measure the impact of training on operational Metrics
* Training material is in modular format following outlined training methodology / checklist criteria
* Perform cross training for other teams in line with business strategy
* Surveys, Classroom Evaluation, training standards
* Update outlined template on new hire performance and behaviours / learning curve

Knowledge Management:

* Develop and maintain training material
* Upload training material to a central repository
* Act as subject matter expert
* Create and maintain articles for Knowledge Base
* Maintain own knowledge with 10% queue work
* Ensure all coaching is delivered side by side and tracked centrally
* Answer day to day questions for your team and across departments through inboxes / walk up questions / escalations / calibration calls – work on action plan to up skill team.
* Ensure to follow up on recommendations from key stakeholders in timely manner.
* New articles are added, updated and accurate in line with department needs and outlined prompts.

Process Improvement Support**:**

* Content Point of Contact
* Seek insight for process improvement initiatives from the team and feedback to the process specialist
* Support CS initiatives/Roll outs identified by department or OSS supervisor/manager
* Supporting in updating and developing process documentation

Quality Calibration**:**

* Carry out Quality Calibration & Audits - action plans in place
* Support drive for customer satisfaction – analysis of customer comments, content, training workshops, coaching etc
* Drive for productivity, first time resolution and contact branding through QA side-by-sides

Communication:

* Prepare own team and others for upcoming policy, feature & process changes in a timely manner
* Provide regular updates to key stakeholders on successes & challenges / risks to the department
* Documentation of own time/achievements/training log

Translations:

* Translation of existing training if applicable including e-Learning modules, help pages and any related documents into Polish.

**Oct 2009 – Sept 2011**

**Operations Support Specialist**

**UK and IE General Support**

*Supporting Partners in Manila, Philippines*

* Working as an integral part of the Operations team to ensure that Customer Service metrics including Customer Satisfaction and Quality are met.
* Ensure customer experience is at forefront of all department actions & work to actively enhance customer experience through implementation of programs, systems or processes that provide positive impact to eBay community.
* Establish relationships with other leaders throughout the organization to ensure excellent information flow and feedback on impact of process, policy and product changes
* Ensure best practice sharing and information exchange takes place on all levels.
* Leading, coaching, managing and development of people.
* Anticipate future demands & develop plans accordingly.
* Contribute to the implementation of workflow process improvements.
* Ensure that the team is adequately prepared for upcoming workflow, systems and/or procedural changes.
* Ensure that the team members have the information, training and tools they need to carry out their tasks and understand their part in bringing the strategy to life.
* Responsible for reaching goals/objectives with his or her team and actively driving personal development & skills acquisition by identifying areas for development and creating appropriate personal development plan in conjunction with manager.

**Aug 2009 – Oct 2009**

**Fraud Senior Agent**

**UK Safe Harbour**

**Trust & Safety Department**

* Preventing fraud and managing Seller Risk across eBay and PayPal platform,
* Supporting the customer by resolving fraud related issues via email,
* Proactively working to assist members overcome any challenges they may face as a result of fraud,
* Analysing fraud trends on the site to improve detection.

**May 2006 – Aug 2009**

**Infringement Senior Agent**

**UK Community Watch**

**Trust & Safety Department**

* Delegating daily tasks to the team as a POC to ensure the target and organising a POC Plan on monthly basis,
* Delegated as a Subject Matter Expert to Manila, Philippines, in order to support our outsourced partners in running a brand new Customer Service location,
* Authorising and supervising final actions for top UK and non-UK accounts,
* Responsible for removing violation history from sellers’ accounts for the team,
* Mentoring and training new hires,
* Conducting presentations on new policies in the team,
* Ensuring that we provide the safest, cleanest site possible for our members in relation to infringement of trademarks and copy rights**,**
* Solving escalated cases as a senior associate,
* Becoming part of the eBay projects,
* Providing assistance for Intellectual Property Rights Owners and Law Enforcement

**2005 - 2006**

**Genworth Financial Ltd** for **Lloyd TSB**

**Shannon, Ireland**

**Travel Insurance Agent**

* Explaining the features and benefits of the product,
* Responding constructively to customers queries,
* Persuading customers to buy policies,
* Processing on-line payments,
* Issue outgoing/ processing incoming correspondence,
* Evaluating health conditions.

**2003 - 2005**

**American Academy of English**

**Czestochowa, Poland**

**English Course Leader / English Translator/ Interpreter**

* Teaching adult students at various levels of competency,
* Teaching language for special purposes (medical, law, technical),
* Materials and language tools preparation,
* Adjusting level of classes to students level,
* Management of learning environment and providing high level of service, simultaneous translations,
* Preparing and editing speech content,
* Translation of documents,
* Providing language support for the clients including business trips

**Courses and Training Completed**

***Computer Skills***

* Computer Course Certificate (ECDL) – Word, Excel (Intermediate), PowerPoint (Advanced), Internet Applications
* Web Design/ Multimedia - Adobe Dreamweaver, Photoshop, Flash
* eLearning - Captivate

***Languages***

* Polish - native
* English – advanced – Cambridge Advanced English Exam

***Business***

* Start Your Own Business – Dublin City Enterprise Board
* Small Business Website – Local Enterprise Office Dublin by Noel Davidson of QED Training
* Social Media Strategy Workshops – Athena Media, Dublin

***Driving License***

* Full Clean

***Lean Six Sigma***

* Yellow Belt

**References**

* **Ronan Gillen, eBay Manager,** rgillen@ebay.com
* **Veronika Bahnikova, eBay Supervisor,** vbahnikova@ebay.com