

# Leszek Balkun



## PERSONAL DATA

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9 years of experience in sales and customer service . I'm professional who honestly and with commitment approaches to the implementation of the tasks, entrusted and responsible partner for business talks with customers. I am a friendly and sociable person who easily interact with customers and in the workplace A person who understands the business objectives and recognizes the need for ongoing development and decision-making.



## EXPERIENCE

July 2014  
- September 2014 LS Airport Services S.A., Warsaw Chopin Airport

Position Ground service agent/Flight coordinator



Supervision of an aircraft handling processes in order to provide security, timely ,safely departure of the aircraft, efficient use of personnel and equipment.  
Supervision of loading and unloading of an aircraft, proper balancing.  
Deck Communication with an aircraft crew.  
Reporting the course of a voyage and qualification service delays.  
Cooperation with external companies, involved in the use of an aircraft.  
Collaboration with border guards, customs officials, immigration officials , representatives of the airlines and airport security.  
Supervision of an aircraft and activities connected with final inspection before departure

June 2013  
- June 2014 Elbicom

Position Customer service representative







Acquisition of new contracts  
Maintaining contacts with existing customers  
Preparing and conducting sales presentations  
Create quotes and conducting trade negotiations  
Effective sales solutions offer

June 2010  
- April 2013 Farmer Sp.z.o.o Agricultural tractor manufacturer

Position Sales Manager



Supervision and development of a dealer network Building an efficient dealers network  
Analysis of the market and competition activities  
Search for the potential customers  
Supervision of the sales department  
Taking orders, scheduling products preparations and release  
Sales forecasting  
Invoicing, setting the terms of sale, payment monitoring  
Individual talks and negotiations with customers  
Current expand and the implementation of sales and marketing strategies  
Cooperation in the development of new marketing materials  
Preparation of documents for customers and other institutions  
Providing training to new employees  
Trade and procedural training dealer network personnel  
Verification and supervision of compliance with ISO 9001:2008 procedures  
The development and presentation of new effective sale ideas  
Organizations and participation in fairs  
HANNOVER MESSE, Germany  
PARIS NORD VILLEPINTE EXHIBITION CENTER, France

July 2008 - March 2010	MODERN
Position	Purchase Specialist
	Support and administrative procurement processes. Documentation processing and data updating in the system. Search for new suppliers. Comparing the terms of purchase and transport costs. Price negotiations. Maintaining daily contact with suppliers.
April 2008 - May 2008	Stekop S.A.
Position	Sales specialist
	Establishing and maintaining business relationships with customers. Sale of building security management systems. The preparation and presentation of offers. Telephone and direct contact with customers.
September 2003 - January 2008	Polsat Inc, Brooklyn, New York
Position	Customer Service Rep/Store Manager
	Sell and promote Dish Network, DirecTV direct broadcast satellite service provider. Answer questions or concerns about programming, equipment, bundling, technical issues. Determine the wants, interests & needs of the customer. Accepting applications from customers and qualification and completing the database data. Maintaining inventory, sales forecasting, exchange warranty service repairs. Introduction of new promotions, organizing training staff in the new promotion strategy and products. Representing the company at business meetings, training and promotions and trade shows. Managing a team of 5 technicians, installation and management of the supply department. Responsible for the daily fixing of the working day, routing and allocations.
June 2002 - August 2002	HMS Host North America, Burger King
Position	Sales attendant
	Stock work areas with sauces, napkins and paper plates. Relay customers' orders to the kitchen and help prepare the order. Pack customers' orders and hand them to the customer. Receive inventory and move food products to designated areas. Transfer supplies between storage areas and the kitchen.



## EDUCATION

October 2000 - June 2003	University of Public Administration
Specialty	Administration
Degree	Bachelor
September 1996 - June 2000	Mechanical College
Specialty	Machinery Mechanic
Degree	College / Sixth Form



## ADDITIONAL INFORMATION

Languages		
Polish	★ ★ ★ ★	proficient
English	★ ★ ★ ★	advanced
Russian	★ ★ ★ ★	elementary
Certifications, Training		

CCNA - Cisco Certified Network Associate Courses

2012/2013 Training in teamwork and interpersonal skills

2011 SGS Training in the field of audit and compliance with ISO 9001 standards

2007 Introduction of new products to offer, use and improvement of sales techniques

02/2007 Way to Wealth Seminar / Donald Trump Organization

11/2006 Training in improving sales techniques

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#### Skills

Excellent IT skills.

Word, Excel and Powerpoint.

Experience of working with CRM system.

ISO 9001:2000

Excellent telephone manner.

Able to learn new skills quickly and work autonomously in a fast-paced environment.

Excellent discipline and good organization of work.

Systematic, ability to work in a team.

Ability of independent decision-making and problem-solving.

Driving license.

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