



AGNIESZKA MRÓZ

CONTACT INFORMATION

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EDUCATION

Warsaw University

2003 - 2010

M.A studies at the Faculty of Oriental Studies of the University of Warsaw, specialization: Mongolian and Tibetan Studies, M.A. thesis on Tibetan folk opera

EXPERIENCE

Customer Service Specialist DO & CO Poland Sp. z o.o.

03.2015 –05.2020

servicing airline customers in the field of catering on board;
supervision of customer equipment, controlling the appropriate amount needed to operate flights;
catering service for VIP flights (Emir of Qatar, Prime Minister of India);
assistance in organizing airline promotional events.

Sales Specialist Ex Oriente Lux

01.2012 - 10.2014

preparing tour routes and itineraries;
contact with local contractors;
preparing individual tour offers.

English teacher Hope Center - Indie

06.2008 - 01.2009

volunteer work as a teacher of English for Tibetan refugees in Dharamsala, India

Private person guide - Mongolia

08.2007 - 08.2007

work as a guide and translator/interpreter for an expedition to Mongolia

English teacher in private school - Mongolia

12.2005 - 04.2006

COURSES AND TRAINING

27-29.06.2018 –training MS Excel - overview of advanced tools

09.04.2014 - training on "How to conduct effective activities on Facebook"

14-15.04.2014 - training "Sales techniques in a travel agency"

08-09.2011 - training "New staff for the Masovian tourist services market"

2008-2009 - Intensive advanced level Tibetan language course in the Library of Tibetan Works and Archives in Dharamsala, India

2005/2006 - Mongolian language practice at the National University of Mongolia in Ulan Bator,

SKILLS

Fluent English language – oral and written

Advanced knowledge of Mongolian and Tibetan languages – oral and written

Very good knowledge of MS Office

Certificate of tour leader

systemic work ability, diligence, accuracy, obligation, punctuality, willingness and enthusiasm to acquire new skills, ability to work in a team

INTERESTS

Culture, art, literature and cuisine of Asia, traveling