Kornelia Borowik

**0044 7930156652**

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**Work Profile:**

A bilingual with proven organisation and managements skills. Self-motivated, independent and reliable. Diplomatic and professional while dealing with clients and colleagues. With extensive knowledge of recruitment and development.

**Work Experience:**

**Translator for Commodity trader:** Self-employed 09/2019- present

* Translating documents for Polish and Irish traders
* Liaising with the directors form Poland and Ireland in relation to new task
* Insure excellent communication between both parties with a high level of attention to detail, particularly when translating or editing texts.
* Always organised, flexible and patient, particularly in the face of changing deadlines but also fast in translating e-mails between parties.

**Recruitment Specialist** Brookehomes London 03/2018 – 05/2019

* Conducting interviews.
* Matching client with potential employee through feedbacks and request.
* Leasing with managers on regular bases
* Using spread sheet to keep prospects files
* Creating questions for an interview.

**Group Trainer** A-Plan Insurance London 12/2013 -   02/2018

* Conducting over the phone and face to face interviews with potential recruiters.
* Looking after team of 50 members, planning their development from day 1, monitor and keep up to date staff Personal Development Plans, insuring their meet UK Commercial and Personal compliance standards and regulations.
* Developing the team and help them sell and administer insurance products appropriate for our client's needs with due care and consideration
* Embrace and follow all internal procedures on the conduct of our business including complaints and problems
* Assist Branch Manager in meetings, help to exceeding branch objections
* Ensure the requirements of our clients are always met, and look for opportunities to exceed expectation through the development of the team
* Assist in the smooth and efficient day to day running of the office
* Share ideas and information with Branch Manager

**Personal Banker** 03/2011- 07/2013 HSBC Bank Plc. London

* Provide Personal Service

Spending the majority of time building trusted relationships with customers and developing a very individual understanding of how to help them achieve their needs. Opening new accounts, for 3 consecutive months, achieving the branch's highest number of customer switches.

Also achieving the highest number of customer retention ( I retain premier customer and switch over her 3 family members in total £300 000 within one day) and the highest volume of savings.

* Knowledge of compliance procedures

The ability to balance the demands of paperwork while dealing with customers.

**Account Coordinator** 10/2010 – 03/2011 Sovereign&Partners

London- Brussels

* *Developing potential client leads and business opportunities*

I identify and approach new customers in Brussels such as permanent representations to the EU of Finland, Denmark, Germany the Embassies of Peru, Panama, Brazil or missions to the EU of Norway, and Switzerland. I have successfully managed investment portfolios for clients who wish to invest funds outside their country of residence over the phone and face to face. Creating the leads for Financial Advisers.

* *Used a variety of software packages to produce correspondence and documents*

*Capturing CRM enhancing information, c*ontacting clients through e-mail and over the phone. Liaising with Financial Advisers and Institutions and provide administrative support. Providing complex information to clients to make them aware of their options and help them assess their relative merits.

**EDUCATION AND QUALIFICATION**

**CII – Charter Insurance Institute 2015**

**CEFA-** **Certificate for Financial Advisers 2013**

**(Institute of Financial Services – IFS) School of Finance.**

Cefa 1,2,3 completed

**BA (Hons) Business Psychology and Marketing 2:1 09/2005-06/2008**

**London Metropolitan University**

**Additional Courses**: Business awareness; Fraud awareness; Handling Sales Objections; Selling techniques; Conducting Individual Review and questioning techniques; Insurance Conduct of Business rules and Financial Contribution; Sell them properly –Insurance, Savings matching needs; Telephone skills; KYC, Treading Customer Fairly, NLP

**SKILS**

* Excellent organization and problem solving
* Numerical and PC skills: Excel, Power Point, Ms Project
* Analytical and attention to detail
* Ability to work independently as well as in the team
* Polish-native, English-Fluent