

Curriculum Vitae



Creative, conscientious, hardworking, with a smile on his face and broad experience in sales, customer services and arrangement of training sessions. Always passionate in performance of duties and assignments. Learner for life.

Personal data

First name / Surname **Robert Patryk Grott**
Address Sarmacka 10D/12, 02-972, Warsaw, Poland
Phone no. Mobile: +48 662 035 260
E-mail pg@gtis.pl
Citizenship Polish and German
Date of birth Dec. 17, 1973
Additional information Married for since 20.08.1996 years, two children aged 13 and 16

Track Record

Position	Translator & reviewer & tester
Name and Address of Employer	Samsung R&D Institute Poland
Period	Sep.2018 – until today
Main assignments and responsibilities	Voice recording, verifying recordings, performing translations English-German-English Polish-English-Polish, German-English-German, testing Bixby, testing commands, other top confidential tasks
Position	Owner & translator
Name and Address of Employer	T&T Academy, Warsaw
Period	Sep. 2011-until today
Main assignments and responsibilities	<ul style="list-style-type: none">- Co-ordinating, verifying and performing translations- recruiting, monitoring and assessing the work of employees at regular intervals- maintains and develops good and long-term relationships with the customers
Position	Business Consultant (implementation of a Regional Sales Director start up project)
Name and Address of Employer	Medicover Försäkrings AB (publ.) Joint Stock Company – Poland Branch, Warsaw
Period	May 2011 – Aug. 2011
Main assignments and responsibilities	<ul style="list-style-type: none">- created, supervised and implemented the policies and plans of sale through B2B and B2C channels- achieved the goals and implemented the operating strategy of a company, in respect of market share, product range and sale channel management- performed activities in order to exploit the new possibilities and potential identified on the market and to maximize the market share- initiated and supervised the promotion activities through the work of a team of subordinated employees- organized assessment centers for new employees- comprehensively coordinated the work of sales structures and managed the work of a team- participated in creating systems used to motivate and remunerate subordinated employees- participated in creating and conducted training sessions for new employees- recruited, monitored and assessed the work of employees at regular intervals

Position	Head of Training in Sales and Marketing Department (Peugeot and Citroen)
Name and address of Employer	PSA Finance Polska Sp. z o.o./ Banque PSA Finance Polska S.A. Poland Branch, Warsaw
Period	Sep. 2010 – Mar. 2011
Main assignments and responsibilities	<ul style="list-style-type: none"> - arranged and conducted training and coaching sessions in sales of credit, leasing and insurance products, customer services, development of interpersonal skills, sales techniques, negotiations, dress code and savoir vivre - analyzed internal and external situations in order to develop strategic initiatives - maintained and developed good, long-term relationships with customers - acted as a product manager, facilitated new and innovative product development - implemented and managed a very important start up project called „Efficar” for the entire Poland-wide network of dealers, based on advanced sales techniques - implemented projects in marketing, created motivation systems for employees of the distribution network and arranged incentive trips - purchased promotion and advertising materials - recruited and managed assessment centers
Position	District Manager & Trainer (General Motors)
Name and address of Employer	GMAC Bank Polska S.A., Warsaw
Period	Mar. 2008 – Sep. 2010
Main assignments and responsibilities	<ul style="list-style-type: none"> - analyzed internal core competencies and external market situations, such as current product offers, campaign effectiveness, model launch activity and plans - created project plans for executing proposals with defined timelines, roles and responsibilities and regular reported to management - monitored and consulted on dealer credit lines - performed market surveys by collecting current offers of competitors and demographic data of potential target customers - participated in implementation of fleet business and marketing strategies - recommended tactical marketing campaigns, analyzed and evaluated campaign results - maintained and developed good, long-term relationships with customers - monitored overall retail and fleet sales performance and developed improvement actions - actively participated in development of financial promotions / campaigns - jointly created and conducted training sessions for subordinate employees - analyzed internal and external situations in order to develop strategic initiatives - managed and implemented several start up projects - recruited and managed assessment centers - arranged and conducted training sessions and coaching's about sales of credit, leasing and insurance products, customer services, developed interpersonal skills, sales techniques, negotiations, dress code and savoir vivre competencies (in GM Academy as an authorized GM Academy Trainer) - organized incentive trips - purchased the promotion and advertising materials - for the last 6 months, when the company was sold in eastern Europe and when the sales were stopped, I worked as an internal auditor for run-time control, performed to check whether the provisions of contracts entered into between dealers and the wholesale department are observed, to verify whether payments are made on time, to control the stock, to analyze the market standing of companies and usage of credit lines, and as a local (area) controller.

Position	Owner of a transport company
Name and address of Employer	GTiS Joint Stock Company, Warsaw
Period	Nov. 2005 – Mar. 2008
Main assignments and responsibilities	<ul style="list-style-type: none"> - achieved the goals and implemented the operating strategy of a company, in regard of market share and management of a sales channel - maintained and developed good long-term relationships with customers - invoiced transactions - recruited, monitored and prepared assessments of work of employees at regular intervals - monitored the transport assignments - managed the accounts - managed forwarding of goods
Position	Head of the Monitoring, Analysis and Reporting Office of the irrevocable loans portfolio of corporate clients
Name and address of Employer	Kredyt Bank S.A. Head Office
Period	Feb. 2004 – Nov. 2005
Main assignments and responsibilities	<ul style="list-style-type: none"> - managed the team, recruited, monitored and prepared assessments of work of employees at regular intervals - participated in building systems used to motivate and remunerate subordinated employees - participated in development, and conducted training sessions for subordinate employees - prepared reports and estimations concerning changes of outstandings, exposures and provisions of the whole irrecoverable loan portfolio of corporate loans - prepared reports for the Management Board and the Managing Director - implemented a part of the so called QCR project, for quantitative assessment and capital adequacy (Quantitative Credit Risk)
Position	2002-2004 Head of Credit Administration, Monitoring and Documentation Unit in the Analyzing and Monitoring Department for the Corporate Strategic Clients' Department and Structure Finance Department (in the bank's Head Office) 1997-2001 Key Account Manager in the Corporate Department and VIP Clients
Name and address of Employer	BPH S.A. Head Office – initially I worked for Vereinsbank Polska, but following the merger of Vereinsbank and HypoBank and then Bank Przemysłowo Handlowy S.A. with PBK, I worked for BPH S.A.
Period	Oct. 1997 – Jan. 2004
Main assignments and responsibilities	<ul style="list-style-type: none"> - managed two teams, participated in building the motivation and remuneration systems for subordinate employees - reported and prepared regulations for the entire department - prepared reports for the Management Board and the Managing Director - managed and implemented several start up projects - participated in preparing and conducted training sessions for subordinate employees - recruited, monitored and prepared assessments of work of employees at regular intervals - prepared, monitored and implemented the strategies and plans for sales in B2B channel - supervised verification, implementation and registration of credit contracts in the bank software system, as well as archiving and management of security devices - initiated and monitored the promotion activities - managed the key accounts of individual customers of the bank (most of whom are the management bodies of largest Polish companies listed on the stock exchange) and SMEs.

Education

Period	Sep. 1999 – May 2004
Title	M.A., Special Education
Key disciplines of education	Social Rehabilitation and Revalidation
Name and type of education unit	The Maria Grzegorzewska Academy of Special Pedagogy in Warsaw
Period	1990-1994
Title	General Certificate (Matura)
Key disciplines of education	High School
Name and type of education unit	Gymnasium Schenefeld in Schenefeld/ Germany
Period	1984-1990
Key disciplines of education	High School
Name and type of education unit	Theodor-Heuss-Schule (Gymnasium) in Pinneberg/ Germany
Period	1980-1984
Key disciplines of education	Primary School
Name and type of education unit	St. Kostka Potocki Primary School in Warsaw
Skills and abilities	
Mother Tongue(s)	Polish / German
Other language(s)	English – very good French – basic
Social skills and abilities	I know how to work in a team, how to accommodate in a multicultural environment, I have good communication skills, I know how to work in difficult conditions / under stress.
Organizational skills and competences	I have broad experience in managing large teams, I have the sense of good organisation, experience in team building and recruitment, I am creative, conscientious, I have broad experience in project management, in particular at the start-up phase of projects. I am also a specialised organiser of training sessions in negotiation techniques, sales, customer services, savoir vivre and dress code. I am an expert in sale processes and I know how to considerably improve the quality of customer services.
Technical skills and abilities	Advanced knowledge in photography (a training course in Academy of Photography in Warsaw).
Computer skills and competences	Good knowledge of Microsoft Office™ tools, basic knowledge of graphics software (Adobe Illustrator™, PhotoShop™).
Driving License	A, BE, C1
Hobby	Sport photography and portraits, tennis, travelling, languages.

I agree to processing my personal data included in this offer as far as that is required in the process of recruitment, and as required by the Act of Aug. 29, 1997 on Protection of personal data (Journal of Laws 2002, no. 101, item 926).

I agree to processing my personal data included in this offer also for other recruitment processes in other companies, pursuant to the Act of Aug. 29, 1997 on Protection of personal data (Journal of Laws 2002, no. 101, item 926).