

BARTOSZ BLACH

CONTACT

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WORK EXPERIENCE

Concentrix CVG International

Customer Service Team Leader

2024 - current

- Managing a team of 30 customer service agents in a BPO environment.
- Driving KPI performance across AHT, CSAT, Quality and SLA targets.
- Monitoring team results, analyzing performance gaps and implementing corrective actions.
- Conducting coaching sessions, feedback meetings and 1:1 performance reviews.
- Preparing and presenting team results during Monthly Business Reviews.
- Communicating with business client stakeholders to ensure operational alignment.
- Using Power BI, CRM systems, SAP and Excel for reporting and data analysis.

SUMMARY

Customer Service Team Leader with experience in managing a team of 30 agents in a fast-paced BPO environment. Responsible for driving operational performance, achieving client KPIs and maintaining high service quality across key metrics such as AHT, CSAT, Quality and SLA.
Skilled in people management, coaching, performance monitoring, client communication and data-driven decision-making. Recognized with the Best Support Award for two quarters across the Katowice Site, reflecting strong performance, commitment and contribution to operational excellence. Experienced in using Power BI, CRM systems, SAP, Microsoft Excel and AI tools to analyze results, identify performance gaps and support continuous improvement.

EDUCATION

Course - Leader 4.0 – New Competencies in the Digital Era

July 2025

Humanitas University - Management

October 2024 - now

SKILLS

- Team Leadership
- KPI & SLA Management
- Customer Service Operations
- Performance Management
- Coaching & Feedback
- Quality Monitoring
- Client Communication
- Data Analysis
- Power BI
- CRM Systems
- SAP
- Office 365

LANGUAGES

- Polish, Fluent
- English, level C1
- German, level A1