

LOGSTOR presents Agata Szymik - Customer Service Coordinator

Please tell us a few words on how long have you worked for LOGSTOR and describe your position

I've been working at LOGSTOR in Customer Service Department since the end of 2011. At the beginning I was responsible for customers and projects in German speaking countries. I was working very close to our department in Germany and spent there a lot of time to get to know the responsibilities and my customers. My main task was cooperation with our sales representative for Key Account Customers, preparing offers and processing orders and projects for them.

After my come back from maternity leave in 2018 I have changed my responsibility area and started my support for distributors end export customers. Currently, I'm coordinating projects on Balkan market.

What do you value most at LOGSTOR?

The biggest value are people and nice atmosphere in our office and the whole company in general. We always can rely on colleagues having support in different situations. People listen each other and, if there are any problems, we try to find the best solution. I also appreciate variety of my tasks. My job is never boring.

What have you learned here?

Working under time pressure for sure! I work in direct contact with our customers. Quite often, I have to react very fast and effectively to comply all project's objectives on the one hand, but also consider our company's benefits and earnings on the other. I also learned independence and responsibility for my actions and decisions.

What is LOGSTOR doing to make you successful at work?

Our company offers wide range of internal and external trainings. We can participate not only in technical and material trainings but also in HR trainings improving our interpersonal skills.

What is the most meaningful part of your work?

Feeling that I manage my work is very meaningful. Difficult task, that involved many actions and efforts, and which I managed to complete with both - our company's benefits and customer's satisfaction, makes me feel self-contented.

When do you have most fun at work?

When I talk to my customers being happy and satisfied with our services. And of course when I have time to drink coffee with my colleagues. We always have a lot of fun together.

