

Patryk Piecyk

Customer service and order desk · professional-level German

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7.5 years at a German company

40–45 customers a day in season

5 years of daily ERP and CRM work

6 B2B ordering platforms

fleet channel run **single-handedly**

PROFILE

Seven and a half years at a German tyre service near Hanover — **from the workshop floor to the office that ran all customer service and back office**. I started with no language and no trade; I finished running orders, invoicing, the seasonal warehouse and the workshop schedule.

EXPERIENCE

Career break · 05.2025 – 05.2026

Return to Poland and settling back in after seven and a half years abroad; learning AI tools and office automation, and preparing a change of direction — the projects below came out of it.

Wollny Reifenservice GmbH — Sehnde near Hanover, Germany · 10.2017 – 04.2025

Office staff / customer service and administration · 04.2020 – 04.2025

- **40–45 customers a day at peak season** — booked arrivals handled in a two-person office, plus incoming calls and emails; all in German
- **Advising on tyres and rims** — matching the model to the customer's budget and expectations; for aftermarket rims, **reading the German technical certificate** (*Gutachten*) and judging whether the set required a registration entry
- **Ordering across six B2B platforms** — Pirelli TyreClub+, Goodyear MyWay, ContiOnlineContact, Point S EIOS (integrated with the ERP), Tyre24: availability, lead times, delivery control, complaints and returns; **negotiating terms with manufacturer representatives**
- **Fleet and leasing customers via Driver Fleet Solution** (Pirelli): work orders, authorisations and settlement — **the only person in the company running that channel**
- **Daily work in the ERP (PlusFakt Enterprise) and CRM (infra-struktur)**: quotes, invoices, customer records, documents; checking incoming invoices, **margin VAT (§ 25a UStG)** and handing data to the accountants in **DATEV**
- **Reorganised the seasonal warehouse (about 900 wheel sets)** — new location marking and floor layout, equally readable for the whole workshop; positions recorded in the ERP warehouse module
- **Workshop scheduling and task allocation for 3–4 fitters** according to their strengths, keeping deadlines through peak season

Tyre fitter · 10.2017 – 04.2020

- Started with no language and no trade; **after two and a half years I was offered the office role and stayed there for another five years**
- Fitting and balancing, vibration diagnostics on a Hunter road-force balancer, TPMS — **the process I later ran in a system, I know from the side of the people who perform it**

SKILLS

Systems: ERP PlusFakt Enterprise (5 years) · CRM infra-struktur · DATEV · manufacturer and network B2B platforms (Pirelli, Goodyear, Continental, Point S, Tyre24) · Driver Fleet Solution · StarFace, Sipgate · MS Office / Google Sheets

Customer service and back office: B2C, B2B and fleet customers · advice and product selection · phone, email, face to face · purchasing and supplier negotiation · invoicing and document control · complaints and returns · warehouse management · team scheduling

Languages: German — fluent in speech and writing at the level of daily professional work, including technical documentation and settlements (7.5 years in Germany); English — working proficiency; Polish — native

Also: office process automation · driving licence category B · available immediately

customer service, order management, back office, invoicing, complaints, ERP, CRM, DATEV, warehouse management, B2B customers, fleet and leasing customers, Order to Cash, German language.

OWN PROJECTS

Leggera Labs · since 06.2026

- **A business panel: enquiry → quote → contract → invoice in one system**, with an **integration to KSeF** (the Polish national e-invoicing system; status "Accepted" in the Ministry of Finance **test** environment) and an iOS app. Built and tested, **with no real clients** — I do not run a business. Scope, decisions and testing mine; the code was written in a pair with an AI assistant
- Two systems and a trilingual company website, built from scratch and **ready for rollout** at a German tyre service: call handling integrated with the phone system and the ERP, a technical database for the workshop (PL/DE, works offline) — with documentation and instructions for staff

EDUCATION

General secondary school in Przysucha, Poland · school-leaving exam 2017 (mathematics and geography stream, extended English)