Jarosław Czapiewski

Chief Transition Officer

Warsaw, 5.02.2025

To whom it may concern,

It is with great pleasure that I recommend Mr. Jarosław Czapiewski, who was employed at Dolfi 1920 Sp. z o.o. from 1.08.2022, most recently in the position of Chier Transition Officer. During his time with us, he demonstrated exceptional commitment, innovation, and professionalism, significantly contributing to the improvement of business and technological processes in our organization.

Mr. Jarosław Czapiewski played a key role in implementing many strategic projects that had a significant impact on the company's operational efficiency both in Poland and in foreign branches. His ability to analyze problems, effectively manage projects, and implement modern solutions was invaluable. His most important achievements include:

1. **Currency System Change** – Coordination of a project aimed at simplifying the currency system in Salesforce by eliminating currencies that caused difficulties in accounting settlements. This implementation streamlined payment processes and improved the integration of the Rootstock ERP system with our CRM.
2. **FIXI Application** – Managing the implementation of an innovative application that enables customers to quickly and intuitively file complaints. The project included full integration with the CRM system and process optimization for handling requests, significantly improving operational efficiency.
3. **Assesso Application** – Implementation of an application supporting the evaluation process of baggage damage, including employee-based valuation. Integration with the CRM system allowed for automation of analyses and increased assessment accuracy.
4. **CRM Salesforce Development** – Managing the development of the CRM system, including the implementation of over 100 optimization projects, eliminating system errors, and streamlining key business processes.
5. **PaperLess Project** – Automating business processes and implementing advanced reports, contributing to the digitization of documentation and eliminating paper-based workflows within the company.

6. **Rootstock Project** – Participation in preparing and adapting the CRM environment for integration with the Rootstock ERP system. The project involved requirement analysis, configuration, and ensuring smooth cooperation between systems.

   Mr. Jarosław Czapiewski stood out for his initiative, teamwork skills, and excellent IT project management. Thanks to his professionalism and commitment, the company was able to introduce modern solutions and optimize key operational processes.

I wholeheartedly recommend Mr. Jarosław Czapiewski as a highly competent specialist who will bring tremendous value to any organization he joins.

Sincerely,

Signed by /
Podpisano przez:

Wacław Wasiak

Date / Data:
2025-02-13 12:33

Wacław Wasiak

President of the Board

Dolfi 1920 Sp. z o.o.