

Personal informations

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languages:
* Polish – native
* English – C1
* Spanish – A1

driving license:
* category B

Marcin Grabarczyk

Business Leader | E-commerce & HoReCa | Business Transformation Coach

Business leader with over 10 years of experience in team management and operational leadership in dynamic and highly competitive e-commerce service environments within the HoReCa industry.

Experienced in building and scaling high-performing teams, leading organizational change and improving operational efficiency. Business transformation coach focused on increasing both people and business performance through transformational change and effective leadership.

Work experience

Pracownia [2025 - now]

Business Transformation Coach

XI 2025 – now

vammos [2020 - now]



Founder and co-owner

X 2020 – now

The two of us are creating our own scents and soy candle studio and workshop, operating independently and taking care of legal, accounting, logistics, production, shipping, marketing, and collaboration matters.

Forever Living Products [2023 - now]



Manager

II 2023 – now

Leading a team and launching products in the beauty, body care, supplementation, and health categories.

Wolt [IV 2021 – VIII 2023]



I was responsible for managing key operational teams in charge of B2B sales and customer service, as well as B2B customer retention on the Polish market.

My three main achievements:

- Increased customer satisfaction after contact while reducing the budget for complaint processes
- Team growth with the introduction of processes and simultaneous improvement of KPIs and satisfaction
- Building a remote team with reduced costs and increased efficiency

Interim Head of Sales, Head of Restaurant Sales and Key Account Management

VII 2022 - VIII 2023

Head of Support

IV 2021 – III 2023

Glovo [I 2020 - III 2021]



Country Sr Project Manager

Smooth transition after the rebranding PizzaPortal to Glovo. Reporting to the CEO.

PizzaPortal [2015 - 2020]



Head of Customer Experience and Projects Management

XII 2018 – VIII 2020

Head of Customer Care

X 2016 – XI 2018

Interim Head of Sales

XI 2017 – III 2018

Customer Care Supervisor

I 2016 – IX 2016

Marketing Specialist

VI 2015 – XII 2015

faceAddicted [IV 2014 – IV 2015]

Marketing agency; Polkomtel Project; Plus, Cyfrowy Polsat, Ipla brands

Account Executive, Team Lead

IV 2014 – IV 2015

Education

Technical University of Lodz

[2009 – 2015]

Faculty of Civil and Environmental Engineering and Architecture
Master of Engineering (M.Eng.), Civil engineering

Trainings

Leader DNA – SET Academy School of Management

[2019]

International Education Society Ltd.

Hobbies and interests

- * independent and sometimes lonely trips to distant destinations, e.g.: Amazon Jungle, Zanzibar, Cuba, Sri Lanka, Thailand,
- * coaching, personal development
- * own, small garden and greenery

I agree to the processing of personal data provided in this document for realising the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).