

A WORLD OF JOB OPPORTUNITIES.



**Introduction for position
ID**

German Speaker
11955

CURRICULUM VITAE

Place of Residence Hungary

Profile German speaker with experience in a Multinational environment likes to work in team and honors his colleagues. However, he is capable to find his place alone and do not withhold by difficult tasks. Someone who is open minded to new trends, technological innovations and is always willing to learn new things. Customer-oriented, purposeful, reliable, intuitive and persistent. Somebody who is unattractive and superficial loses his focus on tasks, but always corrects the mistakes and is willing to learn from it.

Skills & Competences

- Several Hard and Soft skill training participation;
- Time management;
- Stress management;
- Team work.
- Basic of Project management completed

Application Software

- ITIL v 3.0 Foundation Certified
- Agile Project management completed;
- Introduction of Project management comp.
- SIX SIGMA (Green Belt) not finished

Education

2004 - 2006
Budapest Business School

2002 -2004
Secondary School for Foreign Trade and Economics

1998 - 2002
Secondary School for Foreign Trade and Economics

Work experience

Oct 2018 - Present
German Speaking Service Desk Analyst

Your tasks/responsibilities

- Taking inbound calls from dedicated End-users
- Identifying IT resolutions, delivering 1st time Resolutions
- Analyzing Pc or Laptop issues and resolving it.
- Supporting Windows 7 and Windows 10 issues.
- Catch and Dispatch complex issues to 2nd Level resolving group.
- Track and Review tickets in Ticketing tool.

Feb 2017 – Sep 2018
Customer Service Representative

Your tasks/responsibilities

- Investigate and Resolve customer enquiries and complaints in a timely and emphatic manner
- Politely assist to Customers on the Telephone and/or via E-mail, FAX
- Dedicated to continuously improving sales abilities and product knowledge.
- Recommend alternative items if a Product is out of Stock.

Sep 2016 – Dec 2016
Senior Account Manager

Your tasks/responsibilities

- Organize meetings for New Partners in the Cam Business
- Corresponding and Video chatting with the Customer (Studio) regarding Income increase, cost reduction.
- Observing Live shows of new Modell's and help them generate more Income.
- Organizing Festival attendance for Jasmine.com
- Presenting new Features of the Site.
- Creating written Analysis of Modell's behavior, site presence, numbers.

Jul 2015 – Aug 2016
Inside Sales Representative\Account Manager

Dec 2010 – May 2015
Senior (Order) catalogue Specialist

Mar 2008 – Dec 2010
Service Desk Agent (with promotion for Customer Responsible)

Jun 2007 – Mar 2008
IT Desktop Support Assistant

Languages

- German - Native
- Hungarian – Native
- English – Advanced