

## Špecialista zákazníkneho servisu / Customer service specialist

Uchádzača overíme na vašu žiadosť

Očakávaná mzda: **1 200 €**

Cena: **1 440 € bez DPH**

### Preferovaná pracovná pozícia

HR generalist

Služby zákazníkom

HR špecialista

### Preferovaná lokalita

Okres Zvolen

Bratislava

### Jazyky

Slovensky - Expert (C2)

Česky - Pokročilý (C1)

Nemecky - Stredne pokročilý (B2)

Anglicky - Stredne pokročilý (B2)

### Zručnosti

Microsoft Office - Pokročilý

## Pracovné skúsenosti / Work experiences

05/2015 - 12/2018

### Home nurse

Zameranie spoločnosti:

*Recruitment agency*

- » I was taking care for customer from Germany, Austria and Switzerland whose were immobile

02/2014 - 12/2014

### Sales and customer consultant

Zameranie spoločnosti:

*Sales intermediary*

- » main filling of my job was the first telephone contact with prospective's customers and actually customers
- » my task was making appointments for Sales agents. It was minimum 3 for a day. It was aquisition for localities in Czech Republic. This firm has made a public auctions on providers electricity, gas and telecommunications services. This firm was unique because of has made auctions-sale with own software with the aim making lower the prices of gas, electricity and telecommunications services minimum 20% lower. This work was with the law about public procurement. I have worked with MS Excel, MS Post Client and MS Word.
- » my job was with a Google Calender – details of notations date for example details of our discussion with prospective's clients
- » I worked with Project managers and our Analyst
- » I was personally on the sales meetings with Sales representants
- » I worked with Backoffice

07/2013 - 01/2014

### Consultant of customer services

Zameranie spoločnosti:

*Gas and electricity supplier*

- » my task was invoice coming questions whose were actually customers. That was about e.g. bills, changes rate of electricity and gas etc. I have worked with MS Office, SAP and MS Excel
- » I worked with indoor system of firm Bohemia Energy Entity, spol.s.r.o.
- » I was on trainings of commercial providers of electricity and gas in Czech Republic

05/2012 - 06/2013

### Consultant of customer support

Zameranie spoločnosti:

*Data services*

- » main task was the service of accounts customers this firm. I was working on the project with provider of Internet, and provider of electricity and gas Bohemia Energy Entity, spol.s.r.o.
- » I worked with everything what was important for customers. I was online on customer's telephone and I was arranged requirements
- » I made a reporting with MS Excel

01/2006 - 07/2008

### Consultant of customer support

Zameranie spoločnosti:

*Manufacturer and Service Provider of LED Sign Board*

- » main task was the service of accounts customers this firm. I was online on customer's telephone and I was arranged requirements. One of my project was from provider of internet in Czech Republic
- » I was online on telephone and arranged all requirements e.g. changes of speed of internet, bills of internet, transport of internet to another address
- » I worked acquisition of customers
- » I made a reporting with MS Excel
- » I was on Trainings of sales internet, electricity and gas, Training of customer services., Training of sales acquirement
- » I made a reporting with MS Excel

## Vzdelanie / Education

2007 - 2014

Theological science / Bachelor degree

1999 - 2007

**Theological faculty**

Christian philosophy

2013

Course: **German course - group B**

2011

Course: **English course - group D2**

2005

Course: **Basic level technical of qualification insurance intermediary**

2002

Course: **English language**