

## Source to pay specialist with italian and English / Sales Support & Administration

Uchádzača overíme na vašu žiadosť

Očakávaná mzda: **1 500 €**

Cena: **1 800 € bez DPH**

### Preferovaná pracovná pozícia

Back office špecialista

### Preferovaná lokalita

Bratislavský kraj

### Jazyky

Taliansky - Expert (C2)

Anglicky - Pokročilý (C1)

Slovensky - Pokročilý (C1)

Slovensky - Stredne pokročilý (B2)

Anglicky - Stredne pokročilý (B2)

### Zručnosti

IBM lotus notes - Pokročilý, SAP - Pokročilý, Microsoft Office - Pokročilý, CRM - Pokročilý

## Pracovné skúsenosti / Work experiences

05/2019 - now

### Source to pay specialist with italian and English

Zameranie spoločnosti:

*Wholesale of porcelain and glassware and cleaning materials*

- » Invoice verification, posting of 3rd party invoices, taking care about posted invoices until ready for payment
- » Communication with suppliers and colleagues from Italy and San Marino in case of errors, missing data or problems
- » Resolving queries in regards to value deviations of invoices or credit notes
- » Handling of emails, tickets, dunning letters and ad hoc requests
- » Taking care about standard procedures and constantly striving to improve the processes
- » Checking of special reports and doing reconciliation activities

12/2018 - now

### Sales Support & Administration

Zameranie spoločnosti:

*Leading payment and messaging innovator*

- » Support of the sales and project team
- » Processing and handling of incoming customer enquiries and orders (e.e. quotation, calculations, contracts, preparation of services requests)
- » Communication interface between customers and internal departments
- » Close cooperation with Sales, Project Management and Finance
- » Administration of master and performance data
- » Creation of reports

09/2014 - 11/2018

### EMEA Partner Direct Operations - Sales Support Specialist / Customer Care Senior Specialist

Zameranie spoločnosti:

*Business and management consultancy services*

EMEA Partner Direct Operations - Sales Support Specialist (11/2015 – 11/2018)

- » Responsible for processing partner deal registration requests and rendering a decision to approve or deny the requests within established SLA
- » Researching account ownership, identifying potential conflicts in pipeline and liaising with Partner and Sales teams to expedite deal approval
- » Extensive coordination of communications with Sales department, Business Partners and cross-functional organizations
- » Driving process improvement projects and activities such as SLA reduction efforts, assisting in process reengineering and automation
- » Implementation of process standardization projects across EMEA and deal registration program launch in Emerging countries
- » Coaching new hires and remote internal customers among Dell Sales teams
- » Salesforce report creation and Excel data analysis for identifying procedural inefficiencies, optimization of Data records

Customer Care Senior Specialist (09/2014 - 11/2015)

- » Deal directly with customers either by phone or by email
- » Generating sales leads that develop into new customers
- » Identifying and assessing customers' needs to achieve satisfaction
- » Organize workflow to meet customer timeframes
- » Keep records of customer interactions and transactions

Record details of inquiries, comments and complaints.

## Vzdelanie / Education

2005

Degree in Political Science and International Studies

1996

Commercial Maturity

1994

Export operator