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| **Name of candidate** | Ms *Zsófia Éva Bagó* |
| **Total experience** | 15+ Years |
| **Previous Position & Company name** | Service Desk Analyst, CPL Jobs Hungary |
| **Position Applied for** | Service Desk Analyst |
| **Joining time (notice period, date of expected etc)** | Immediate |
| **Current location** | Budapest Hungary |
| **Notes/ comments / summary of experience** | Ms. Thomas is having 10+ years of experience in Service Desk Analyst.  Relevant Experience: 5+ Years  She is having good experience with Customer support  She is can speak German C2 |
| **Legally authorized to work in the work location (Yes/No)** | Hungarian Citizen |

***Zsófia Éva Bagó***

***11.2014 to 03.2017* CPL Jobs Hungary Kft, Service Desk Analyst**

I provided technical support for employees of a German partner, a global insurance company. This consisted primarily of handling incoming calls and emails, filing error reports as „tickets” investigating and resolving them if possible, forwarding them to the appropriate tech groups otherwise. I’ve been trained to handle the queries of several special teams of our client thus some special skills have been assigned to my agent-ID according to the actual demands.

***05.2014 to 06.2014* Lead Generation Kft, Call Center Operator**

I made phone calls using Hungarian language, calling contact people from a list, using a contact managing program; generated leads and followed them, measured needs and satisfaction, handled complaints in the automotive sector and sold via telemarketing in the field of energy industry.

***06.2010 to 01.2011* HP Magyarország Kft, Service Desk Agent**

I supported the colleagues of a global leading company in the automotive industry within the frames of a fixed-term work contract.

***05.2008 to 11.2008* Unisys Magyarország Kft, Service Desk Agent**

My responsibilities here were quite similar to those at my previous place of employment, but they expanded to include technical support for SAP and IBM Lotus Notes and providing service additionally in English and Hungarian language. I found it exciting and professionally satisfying to work as part of a team where we resolved most of the reported issues ourself, and reassigned less tickets to tech groups.

***03.2006 to 05.2008* IT-Services Hungary Kft, Service Desk Agent**

Our team kept in touch with our foreign colleagues on a daily basis using phone conference, we constantly updated and monitored our shared client database using MS Excel and various intranet softwares developed and used exclusively by the company. I also took an active part in training newly hired colleagues.

***09.2002 to 02.2006* Libri Könyvkereskedelmi Kft, Sales Assistant**

My responsibilities at the bookshop’s foreign language section included refilling and maintaining, organizing and moving stock, recommending books for customers, handling deliveries of special orders. I also doubled as a hostess for company gatherings and other events.

**Education:**

*2013* Graduated as a dental hygienist from

Raoul Wallenberg Humán Szakközépiskola és Szakiskola

*2007* Graduated as a goldsmith from

Budapesti Szolgáltató- és Kézművesipari Szakképző Iskola

*2001* Obtained my high school degree at

Csík Ferenc Ált. Isk. és Gimnázium, Media faculty

**Languages:**

*2000* Intermediate State Exam Type C, English Language

*1999*Intermediate State Exam Type C, German Language

**Computer skills:**

Confident use of Windows XP - 7, MS Office 2010, IE, Firefox, Remedy and Avaya VOIP phone.

Gained some experience with Lotus Notes, and Microsoft Remote Administrator, GoToAssist

Driving licence: *June 2003* Type „B”