



DORA X.

EDUCATION

09.2001 - 06.2007

Pázmány Péter Catholic University - Faculty of Humanities

Polish Language and Culture (MA)

09.2003 - 06.2007

Pázmány Péter Catholic University - Faculty of Humanities

Hungarian and European History (MA)

EXPERIENCE

09.2019 - 01.2020

Expandi Group

Inside Sales Team Leader

- Allocated, supervised and reported daily jobs and workloads of 14 internal and 7 external agents
- Supervised team performance and made sure the team meets the targets, all KPIs and SLAs met (calls: 80 calls a day // leads: 3 leads / agent / week).
- Managed Quality Control from BPs (daily 3 - 5 cases).
- Created 3 new work instruction and the new training plan for the whole company.
- Hired 3 new team members and fired 2.
- Created marketing scripts for the region (DACH and the NORDICS)

01.2017 - 06.2019

CHEP España

Customer Integration Project Manager

- Managed EDI implementation projects and support requests for both EDIFACT and CGF formats for DACH, CEE and UKI customers.
- Analysed customer declaration behaviour and presented the analysis to Account Managers, 3rd party business providers and the customers.
- Created action plan to resolve the root cause of pallet movement declaration errors and invoice issues.
- Implemented processes that reduced pallet losses caused by incorrect declaration settings by 72% in Czech Republic and Romania, by 90% in Hungary and 30% in UK and Ireland.
- Created all the work instructions of the department and supervised their implementation to live environment according to the ISO requirements.
- Trained 5 new team members and CZ, SK, HU, TR, PL and the UKI Customer Service and Sales departments.

06.2015 - 01.2017

CHEP España

Supply Chain Execution - Logistics

- Organised deliveries and collections with transporters across Europe.
- Controlled delivery issues for all CEE and DACH (approx. 350-500 trucks daily).
- Analysed customer data for CEE customer and supervised the correction of detected errors for over 5000 customers.
- Analysed carrier performance together with Carrier Management and provided support to improve it.
- Supervised CEE and DACH carriers with steering committees and onsite visits.
- Analysed existing processes and SOPs for the Logistics Department and set up plan for creating missing ones.
- Created new claims process for the whole department.
- Trained 3 new team members and 25 carriers.

11.2013 - 05.2015

Systemax Business Services LLC

Customer Services Team Leader

- Allocated, supervised and reported daily jobs and workloads of 33 customer service agents.
- Supervised team performance and made sure the team meets the targets, all KPIs and SLAs met (calls: 2% abandoned call rate // emails: 36 hour response time).
- Managed escalations from customers as well as other departments (daily 10-15 cases).
- Approved the sundry credits up until £5000 and created and a new sundry process for the company.
- Created the all 25 work instructions and 10 SOPs of the team.
- Trained all new team members (approx. 25 agents) and created plans for follow-up trainings.
- Investigated frauds and credit card theft with the Credit Control Department (approx. 75 solved cases).

06.2012 - 09.2013

Avaya Hungary Ltd

Technical Support Coordinator

- Coordinated the repair process (ordering parts, corresponding with the onsite and remote technicians).
- Managed customers request in accordance with the procedures via e-mail and on the phone (approx. 20 cases daily).
- Translated technical texts from English to German and vice versa (daily 20 emails).
- Acted as a simultaneous English-German interpreter in conference calls between the customer and the engineers (up to 5 calls a day).
- Created all work instructions and trained 5 new team members.

05.2008 - 09.2011

Citibank Inc

Vendor Record Management Specialist

- Managed supplier data in P2P (Procure to Pay) for Poland, Russia and the DACH region (up to 45 cases daily)
- Provided daily and monthly Quality Checks for all cases processed in the region.
- Created new processes and supervised their implementation.
- Implemented new countries to the support network (Slovakia, the Czech Republic and Ukraine).
- Training new team members and supervised their training period.
- Created reports to the management on a daily and weekly basis (i.e. team performance analysis report, daily email activity report etc.)
- Translated financial texts from English to German.
- Prepared the team for the ISO and internal audits in 2009, 2010 and 2011.

LANGUAGES

Hungarian



English



Spanish



German



Polish



SOFTWARE SKILLS

Microsoft Office



SAP



Siebel



Lean Logistics



Mailbrain / AS400



PCS



Salesforce

