



# ADRIANA SZETLAK

Portfolio: <https://adrianamagdalena.github.io/portfolio/>

## PROJECTS

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- <https://adrianamagdalena.github.io/PixartAdri/>  
[HTML, CSS, JavaScript]
- <https://adrianamagdalena.github.io/huddle-landing-page/>  
[HTML, CSS]
- <https://adrianamagdalena.github.io/stats-preview-card/>  
[HTML, CSS]

## WORK EXPERIENCE

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**SITE EDITOR** at **Foundever** (previously: **Sykes Közép-Európa Kft.**)  
2021.07 – now | Budapest

- Manual testing of customer's website in production and during development
- Reporting discovered bugs and defects on the website to SharePoint and Jira
- Monthly analysis of data about customer experience on the website
- Suggesting changes to the website based on analyzed CX
- Substituting Team Leader in case of their absence
- Training new Team Members

**SERVICE DESK ANALYST** at **TATA Consultancy Services Ltd.**  
2019.04 – 2021.06 | Budapest

- Providing software and application support on first line of IT support
- Managing calls and emails about computer/software issues in Polish
- Remotely solving IT issues and redirecting all out-of-scope issues to proper teams
- Advising customers on software and service requests
- Creating and handling tickets in ServiceNow system
- Preparing and updating training materials based on current processes
- Delivering technical training to team members in English

**CLINICAL TRIAL SURVEILLANCE CONSULTANT** at **KCR Curandus Sp. z o.o**  
2018.11 – 2019.03 | Warsaw, Poland

- Interviewing study subjects via phone in context of the clinical study
- Verifying information from the study subjects, informing them about procedures and answering questions in Hungarian

## EDUCATION

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**Master's degree in Hungarian Studies**  
**Uniwersytet Warszawski** (University of Warsaw)  
2017 – 2019 | Warsaw, Poland

## CONTACT

**ADDRESS:**  
Budapest

**PHONE NUMBER:**  
+36 30 420 4140

**EMAIL:**  
szetlak.adriana@gmail.com

## TECHNICAL SKILLS

- Windows
- Linux
- HTML5
- CSS3
- Jira
- Git

Currently learning:

- JavaScript
- Sass

## LANGUAGES

- POLISH – native
- HUNGARIAN – C1
- ENGLISH – B2

## INTERESTS

- Linguistics
- Hungarian literature
- Translation and interpreting
- Creating Pixel Art
- Video games
- Crocheting, knitting, embroidery