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Experience

**SAP: Data Operations Specialist***June 2021-Present*  
*Prague, Czech Republic*

- Maintenance of master data of on-premise and cloud products for internal systems, tools and applications.   
- Cooperation & testing with the application developers and system architects.   
- Supporting internal users on global level with material-related queries.  **SAP:** **Cloud Fulfillment Process & Escalation Support**

*Jan 2021 – June 2021*

*Prague, Czech Republic*

- Work closely with content strategists, documentation program managers, engineering project teams, support teams, and other stakeholders to identify and define user stories for product documentation.

- Provide technical support and assistance to internal and external clients.

-Cloud Fulfillment enhancement process.

-Escalation support

-Enablement & Creating documentation for technical audience

**SAP: Cloud Provisioning Specialist***July 2019 – December 2020.  
Prague, Czech Republic*

-Review/validate the data to ensure the provision process will be set up properly.

-Analyze conditions and provide recommendations regarding access for cloud products.

-Cover business requests, handle technical inquires.

-Data Center assignments. (Check data center availability on request);

-Manage complex scenarios and escalations.

-Provide support regarding tenant related questions.

-Order/Delivery support handling.

-Working closely with global experts and teams on process automation, simplification and enhancements.

**SAP: Technology Sales Specialist**   
*February 2018-July 2019*   
*Prague, Czech Republic*- Coordinate multi-channel support: work on inquiries submitted via the ticketing system and chats.  
- Resolve issues and provide access to various SAP tools.  
-Testing, researching or detecting process or automation enhancements.

Interactive Sales and Admissions Specialist April 2017 - September 2017 (6 months) Prague, The Capital, Czech Republic Sales, building relationships, providing customer support, , and managing clients expectations. Duties: › Act as a point of contact for clients, staff, dealing with inquiries and sales related duties; › Establish, maintain and use clear and effective means of communication with clients; › Take responsibility for the creation and maintenance of accurate clients records; › Identify and solve issues; › Liaise with Admissions Office, Registry, and other key central sections of the organisation

* Management · *(2009 - 2015)*

**Margarita Gureu**

Contact

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Languages

Russian - Native

English – Fluent

French - Conversational

Czech - Conversational  
  
  
**Czech residence permit.**

Education  
**Russian State University of Tourism and Service**   
Bachelor’s Degree, Tourism and Travel Services *(2009 - 2015)*