



# BARBARA KISSOVÁ

Master Data Specialist

## Contact



+36 70 318 4804



kissovarbarbara@gmail.com



Mélytő utca 4, 1108 Budapest

## Education



Master Degree:Slovak  
teacher and Esthetics

Constantine the Philosopher  
University in Nitra

2013-2018

Publication: Líza, the fox fairy-tradition and  
innovation in the rhetoric of contemporary  
Hungarian cinema.

## Skills

MS Office



Knowledge of ESKER,  
SalesForce and SAP  
HANA , Power BI



Organization skills



Experience in customer  
facing roll, including  
order processing



## Experience

### Master Data Specialist



Bio-Rad Laboratories

August 2023

- Creating, Updating, Correcting and Maintaining customer account.
- Providing administrative support for Italian, Benelux, South Africa, EEMEA.
- Registering accounts within Master Data.
- Revising and Approving creation and update requests.
- Continuous update of an internal and sales accounts.



### Customer care specialist



Bio-Rad Laboratories

August 2020

- Support Customers and Sales teams in EEMEA region (Czech Republic, Hungary) and South Africa Partners through SAP, ESKER and SalesForce.
- Responding to Customer inquiries via phone and e-mail.
- Invoice corrections and account cleansing.
- Planning and processing Red Blood Cell orders in advance.
- Different order types creation.: ZOR, ZNC, ZRE.
- Responding to audit purposes.
- Reporting directly to the region supervisor and manager.
- Dispute handling for EMEA region.



### Quality Analyst and Customer Service representativ



Sykes Central Europe Ltd.

2018-2020

- Technical support for and users via phone and e-mail.
- Implementing new processes and informationfor CZ/SK team.
- Providing a quality feedback for EEMEA team- weekly.
- Employee assessment creation
- Evaluation of customer feedback.

## Language

Slovak

English

Hungarian

