

Dusan Kunovac

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LANGUAGE SKILLS

Slovak – native

Hungarian – native

English - intermediate

German - intermediate

WORK EXPERIENCE

Profitour s.r.o.

August 2019 – Present, *Consultant*

Key responsibilities:

- programming stored procedures and report templates in **MS SQL** based on customer requests
- reservation system training for tour operators (Train the Trainee)
- request system administration
- general professional consultancy in tourism
- product and sales process improvement meetings
- analysis of user environment problems

Go Global Travel

September 2018 – July 2019, *Reservations specialist*

Key responsibilities:

- providing personalized customer service in a call center environment
- working in conjunction with the sales team in order to gain new clients and drive sales
- communicating with the clients (travel agencies) and the providers (wholesalers, hotels)
- receiving and solving all amendments, cancellations, special requests and complaints
- dealing with emergency phone cases

Pelicantravel.com s.r.o.

October 2016 – June 2018, *Product specialist*

Key responsibilities:

- responsibility for products (travel packages, holidays etc.)
- seeking for new partners (hotels, local travel agencies)
- tracking trends and competitors in tourism on the domestic market, tracking offers of foreign websites dedicated to tourism industry
- participation in regular reporting meetings
- translation of texts on the company's website

Techtronic Industries Hungary Kft.

March 2016-July 2016, *After Sales Assistant*

Key responsibilities:

- provide technical and administrative help to service partners, distributors via email and phone
- monitor frequent quality failures and to give signal of such cases to European quality management
- meet warranty cost budgets, by monthly monitoring warranty cost by service partners
- prepare monthly/quarterly report statistics and analysis by extensive usage of excel gathering data

Techtronic Industries Hungary Kft.

November 2015 – February 2016, *Customer Service Assistant*

Key responsibilities:

- processing and confirmation of orders and their follow-up
- support of sales representatives, sales management, marketing and finance department
- controlling of product availability in stock
- communication with business partners and CEE warehouse in Germany

Summer Jobs

- 3x at Munich Airport
- 1x Summer Camp in the US

Trezor-Liktor Zrt.

2009- 2011, *Sales representative*

Monitoring of the Slovak market:

- finding new customers, making offers and improve the conditions of sale for existing customers
- participation in the creation of pricing policy

Volunteering

- participation in organizing cultural and sporting events for The youth Organisation of Slovaks in Hungary

EDUCATION**Constantine the Philosopher University, Faculty of Arts, Nitra (Slovakia)**

2009 - 2015, Culture and Tourism Management

Slovak Secondary School, Bekescsaba (Hungary)

2005 – 2009, school leaving exam

DRIVING LICENSE

category B, >100 000 km