Ethel Maria Benko

PERSONAL INFORMATION

- Phone: 0036 70 5036096 / 0041 78 629310
- Email: ethel.maria.benko@gmail.com
- LinkedIn: https://linkedin.com/in/ethel-benko-7155803a
- Webpage: https://ebenko.github.io/Ethel-Maria-Benko/
- Date of birth: 01 September, 1985
- Nationality: Hungarian and Argentinean

SUMMARY

Solid experience in communication, sales and negotiation. Financial background: Diploma in Economy and strong experience in Pricing. Experience in Reporting, Data Management and automation of processes. Worked for Multinational and Financial firms. Unique strengths: logical and analytical thinking, quality oriented, proactive and positive attitude.

Currently I am in a carrier direction change, looking for interships and/or a junior position in Web Development. I have basic knowledge in HTML, CSS, Javascript, IntelliJ, Visual Studio Code and Git.

WORK EXPERIENCE

- o Role: **Business Analyst – ETF Management Team** *(02/07/2018 – 11/03/2020)*
  Company: **BlackRock – iShares, Budapest (Hungary)**
  Responsibilities:
  - Owner of the AUM (assets under management) reporting monthly process for the APAC ETF Management and COO.
  - Owner of the GPL (Global Product List) monthly report for Sales, Product and Management Team of APAC Region in order to show the latest updates and detailed information of current ETFs available in iShares.
  - Deliver the reports with the highest quality possible pazingh strong attention to the details.
  - Coordinate with the team members and other teams in order to complete the process accurately and deliver the results within strict deadlines.
  - Many process improvements and automations with Excel, Macros and VBA in order to save time in the processes and minimizing the possibilities of errors.
  - Doing a refresh or even a complete restruction in manuals to have a more clear and straight forward gideline of the processes.
  - Caring about company culture: applying to voluntering opportunities and company events. Owner of the Latin Comunity Group within Budapest Office to connect Spanish speakers and help in the integration with the Hungarian culture.

- o Role: **Commercial Manager – Pricing Specialist** *(02/01/2017 – 29/06/2018)*
  Company: **Vodafone Shared Services Budapest**
  Responsibilities:
  - Analyze rentability and check company's rules in the offers before present it to the client (Companies in Mid/Low segment established in Spain).
  - Decide if the offer can be approved or if it has to be refused.
  - Be in relation with Sales Managers to decide/negociate which changes has to be made in order to not loose the opportunity and at the same time achieve profitability and follow Vodafone rules.
  - Create daily reports via Excel and using company database.
  - Contact with other departments (Pre-Sales, Marketing, Contract Management, Product Department, Supply Department, Finance, Credit Control, IT) to solve issues.

- o Role: **Data Analyst** *(23/08/2016 – 16/09/2016)*

  Company: **ICE (Intercontinental Exchange), Dublin (Ireland)**

  Responsibilities:

  - Edit company's data that is related to securities (Fixed term, Zero Coupon and Floating as notes and bonds) using the Company's database.
  - Collect bonds and notes information from Stock Exchanges and update the Company's data.
  - Manage large Excel sheets: edit data, use the filter options and some functions.

- o Role: **Customer Service Administrator** *(24/02/2015 – 19/08/2016)*

  Company: **Abbott Medical Optics, Dublin (Ireland)**

  Responsibilities:

  - Complete multiple administrative tasks according to customer/market requirement: data store and online data store, create and manage large Excel worksheets in a daily basis (using functions, formulas, pivot tables and Macros) divide the team tasks like orders, invoicing and queries.
  - Tasks in SAP: Invoicing to doctors, hospitals and insurance companies, create daily reports, credits, edit customers data and the status of products (sold, scrap and in consignment), manage the inventory of consignment orders for Spain.
  - Contact with customers (hospitals and doctors), insurance companies and local market to solve queries related to orders, invoices or control of inventory (outbound and inbound calls).
  - Liaise with key departments such as Sales, Warehouse, Accounts Receivable, Database Administration and Field Service to coordinate daily activities.

- Role: **Receptionist** (*10/08/2014 – 15/12/2014*)

  Company: **Aqua Spa Hotel******, **Szarvas (Hungary)**

  Responsibilities:

  - Check in – Check out.
  - Supporting guests questions/problems via phone, mail and face to face.
  - Invoicing of incomes. Creation of daily incomes summary.
  - Making reservations by phone, email or face to face with a reservation program.
  - Scheduling guests activities (appointments with therapist and cosmetologist, informing about opening hours of different places and services, booking taxi).
  - Cashier tasks: manage cash and card payments.

- Role: **Spanish Teacher** (*04/07/2013 – 15/05/2014*)

  Company: **Ring Language School, Budapest (Hungary)**

  Responsibilities:

  - Teach Spanish language a group of 10 adult people.
  - Fallow up the improvement of the students.
  - Writing exams, correcting, testing.

- Role: **Sales Representative** (*02/11/2011 – 30/07/2014*)

  Company: **Nu Skin, Budapest (Hungary)**

  Responsibilities:

  - Customer service via phone and email for Spanish customers and distributors.
  - Support customers' online purchase and manage entire sales cycles.
  - Suggest buying products and giving information about new promotions during inbound calls and also doing outbound calls.
  - Photographer: Taking photographs for the company (of new employees and events).
  - Order management (single orders, automatic deliery orders, group orders), payments, credit memo, debit memo, refunds and replacements by SAP.
  - Manage specific type of orders and products sales (being the unique responsible of those sectors).
  - Liaise with key departments such as Warehouse, Accounts Receivable and with Account Managers.
  - Deal with senior customers.

- Role: **Customer Service Representative** (*01/09/2006 – 28/02/2010*)

  Company: **Transcom kft., Budapest (Hungary)**

  Responsibilities:

  - Customer service via phone and email for Spanish eBay customers (75-85 calls/day) and support customers' online purchase.
  - Manage billing queries.
  - Liaise with key departments such as Legal, Collections and Warehouse.

EDUCATION:

2020 – 2020   Online learning

- *O'Reilly: JavaScript for Beginners: Learn with 6 Main Projects.*

- *LinkedIn: JavaScript Essential Training, Become a Front-End Web Developer, React.js Essential Training.*

2016 – 2016   La Salle BCN

- *Introduction to SAP BI*

  Foundations of SAP BI, ETL processes, Data Warehouse and SAP Lumira.

2006 – 2010   Budapest Business School – College of Tourism and Catering

- *Economics in Tourism and Hospitality, specialized in Catering and Hotel Management.*

1999 – 2005   Normal No.9 – Buenos Aires

- *High School*

LANGUAGE SKILLS:

Spanish: Native level
Hungarian: Native level
English: Fluent

COMPUTER SKILLS:

- MS Office: PP, Excel (creation of worksheets, Vlookup, Pivot Tables,Macros, VBA), Word, Outlook and basics of Access.
- SAP SD
- Open Office
- HTML, CSS, Javascript, Git
- Notepad++
- Basic SQL and Tableau
- Ipop Mail, KANA
- Basic Photoshop

COMMUNICATION SKILLS:

- Logical way of thinking
- Good analytical skills
- Proactice and positive attitude
- Strong verbal and written communication skills
- Excelent organizational and problem solving skills
- Ability to work in a team
- Customer-oriented
- Independent

ADDITIONAL SKILLS AND HOBBIES:

- Dance salsa, Rock & Roll, tango and Sport in a daily basis.
- Fourteen years of service as a scout for the Hungarian Scouting in Argentina, of which the last four years I spent as active leader.