

# Ethel Maria Benko



## **PERSONAL INFORMATION**

- Address: 1096 Budapest, Ernő utca 11-13.
- Phone: 0036705036096
- Email: cande\_ethel@hotmail.com
- Date of birth: 01 September, 1985
- Nationality: Hungarian and Argentinean

## **WORK EXPERIENCE**

- **Role: Commercial Manager – Pricing Specialist** (02/01/2017 – Present)  
**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/negotiate 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.
- **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.
- **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, edit the status of the products (sold, scrap and in consignment), manage and control the inventory of consignment orders for the whole 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, using the 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.
- Follow 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.
- Sales.
- Manage entire sales cycles.
- Suggest buying products and giving information about new promotions during inbound calls and also doing outbound calls.
- Back Office tasks.

- Photographer: Taking photographs for the company (of new employees and events).
  - Order management (single orders, automatic delivery 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).
  - Support customers' online purchase.
  - Manage billing queries.
  - Liaise with key departments such as Legal, Collections and Warehouse.

## **EDUCATION:**

- 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 High School – Buenos Aires

## **LANGUAGE SKILLS:**

- **Spanish:** Native level
- **English:** Business Upper Intermediate level
- **Hungarian:** Native level

## **COMPUTER SKILLS:**

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

### **COMMUNICATION SKILLS:**

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

### **ADDITIONAL SKILLS AND HOBBIES:**

- Dance: salsa, Rock & Roll, tango.
- 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.