

ERHARD KONRAD SZANTO

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Work history

Business Development, 09/2022 - 04/2024

Hult - London

- Conducted market research to identify trends, opportunities and competitor marketing decisions to introduce new ideas.
- Displayed trends on graphs and visual aids to present conclusions to supervisors.
- Brainstormed creative ideas to improve branding and company messages.
- Composed email newsletters to drive traffic to website through marketing campaigns, including list management.
- Assessed customer and employee satisfaction.
- Produced performance reports that tracked KPIs such as website visits, traffic patterns, and social media engagement rates in order to measure campaign success.
- Generated targeted lists of potential customers through online search methods.
- Collaborated with cross-functional teams to ensure successful execution of projects in a timely manner.
- Conducted qualitative interviews with customers in order to gain a deeper understanding of their needs and preferences.

Residence Manager, 05/2022 - 09/2022

EF - London

- Managed and maintained documentation and records related to resident interactions and incidents.
- Conducted regular check-ins and meetings with residents, addressing concerns and providing resources for personal and academic success.
- Answered telephones, routed calls, and delivered messages to support facility communications.
- Directed and participated in recreational activities for residents.
- Trained and supervised residence hall staff and evaluated performance.
- Communicated with other staff to resolve problems with individual students.
- Monitored supply use and ordered replenishment items.

Education

Completed coursework towards Master of Science (M.S.): Computer Science in Cyber Security Candidate, Expected graduation 04/2026

University of York - York

Relevant course

- Data Structures & Algorithms
- Machine Learning & AI
- Advanced Programming
- Computer and Mobile Networks

Completed coursework towards Bachelor of Arts (B.A.): Biblical and Theological Studies, 06/2022

University of Wales Saint Trinity David - Lampeter

Skills

- Multilingual in English, Spanish, Hungarian and Romanian
- Computer Programming
- Market Analysis
- Administrative Support
- Project Support
- Community Management
- Customer Engagement
- Client Relationship Management