



Hunor Becsi

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I am open to learn a completely new profession, be it in HR, Recruitment, Procurement, Back Office or other areas. To this end, I am also willing to apply for junior positions.

Problem solving | Analytical thinking | Technical skills

I have a diverse background in various fields including sheet metal processing, store sales, customer support, quality management, IT support and more. I am the type of person who enjoys learning and excelling in different areas of expertise. My main goal is to deliver high-quality work for my employer and foster a positive work environment. I am motivated by continuous learning and personal growth rather than status or position. I have a natural aptitude for understanding technical concepts and enjoy expanding my knowledge in IT technology and many other fields. I value work-life balance and prioritize time with my family. I am currently seeking part-time opportunities, preferably with remote work options, within districts 14 and 13 in Budapest. My ideal work schedule is one morning shift, Monday to Friday, ending by 5 PM. I am primarily open to part-time, but to full-time positions as well. I am interested in accepting junior positions as well, not just the ones that match my usual work profile.

Personal/professional skills

- **Category B driving licence**, many years of accident-free driving experience since 2006.
 - **IT skills:** Windows XP - 11 | Active Directory | Group Policy | Regedit | Windows – Linux CLI knowledge | MS Office | Linux Mint | Manjaro Linux | Debian Linux | SCCM | VPN (Tailscale, Wireguard) | Citrix | IT Networking | Docker | SAP | Baan | Workday | HPSM | ServiceNow | Lotus Notes | Salesforce | Hardware (pc, notebook, printer, phone) support | and many more that are in process to continually be learned
 - **Other professional skills, experience:** Quality Assurance | SQA Claim management | Incoming goods inspection | Sheet metal processing | Sales | Purchasing | Hand tools | Fasteners | Electricity | Desktop Support | Customer Support | HR basic knowledge | SSC experience | Phone communication experience | Work in multinational environment.
 - **Personal skills:** Strong technical affinity, as part of personality profile (INFJ – Myers Briggs) | Strong pattern recognition capability | empathy | customer support soft skills.
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Experience

Nu Skin Eastern Europe KFT. - Budapest

August 2024. – October 2024.

German Speaking Customer Service Representative

German language support for the company's distributors and customers via phone and other channels.

- I've gained knowledge in order processing related support, website usage support, customer user ID management, product related support. Use of Salesforce and SAP during the work.

Roche Szolgáltató (Európa) KFT. - Budapest

February 2024. – April 2024.

People Support Specialist

Provide basic HR People&Culture support to company employees and other departments via telephone and other communication channels.

- I have mastered the basics of this new profession. I learned about the different aspects of HR and had the opportunity to gather experience in this new field. I learned how Workday works, I broadened my knowledge of SAP and ServiceNow.

CPL IS – Covalen (CPL JOBS KFT.) - Budapest

September 2015. – December 2023.

RDM Specialist

Level 1.5-2 IT support for mainly German users.

- Desktop support, Windows XP, Windows 7, Windows 10, MS Office, Basic scripting, CLI use, Citrix, Remote OS install with help of SCCM, VDI support, Network support, Software install/removal, User Profile handling, Active Directory user/computer handling, VPN support, Printer support (Printer Installer), Thin Client support, Hardware support (laptop, pc, phone), Citrix based special customer environment support mainly from user profile perspective.
- Two-time Star of the Month team-level recognition, multiple Covalen Value Champion honorary nominations from my peers and superiors. Consistently 100% Case and previously Call Quality results.

Transcom Hungary KFT. - Budapest

June 2015. – August 2015.

Customer Service Representative

Technical support (website and service usage) for customers of a worldwide known logistics service provider in German and occasionally in English.

- Website and services support, package submission support, batch import support.

Flap Competence Center KFT. - Budapest

April 2012. – May 2015.

Quality Assurance

Quality Assurance staff member.

- Incoming goods inspection, general quality tasks, first sampling, supplier complaint management and supplier development.

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- A closer look at the technologies involved in the production of furniture rails, in the fields of metalworking, plastic injection moulding, zamak casting and galvanising.
- Participation in project tasks.

Zollner Elektronik AG. – Vác, Pest

December 2007. – April 2012.

Quality Management Representative SQA

My responsibilities included SQA activities. I was responsible for the quality of the products of specific suppliers and my main task was the complaints of their faulty products. In my work here I liaised with suppliers in Germany, England, the Netherlands and other countries and tried to ensure a smooth and faultless supply of material to production in case of complaints about their quality.

- Got to learn SAP (MB51, MMBE, QM02, VL02N, etc.), gained knowledge of Lotus Notes.
- I learned here about measuring and manufacturing technology for complex components in the fields of electronics, metalworking and plastic injection moulding, as well as zamak casting and electroplating.
- I have also acquired my knowledge of logistics and warehousing here (Incoterms and others).

Transcom Hungary KFT. - Budapest

October 2007. – December 2007.

German language e-mail operator

Support for German customers in connection with the online marketplace services of a foreign client.

- Support for the online marketplace website, answering users' questions and enquiries in writing only.
- After my basic training, I was selected from the General support team to the Billing team, as a kind of promotion, where I worked until I left.

Mr-Top KFT. - Dunakeszi, Pest

August 2005. – April 2007.

Shop salesman

Shop sales of fasteners and DIY/professional tools.

- In addition to direct store sales, I was also involved in inventory management, and I was also in charge of material orders.
- I have gained knowledge of fasteners, DIY and professional tools and many building and DIY materials here.
- I also worked as a deputy manager in the later period and was in charge of a large part of the shop's operations. I learned from several professionals during my sales activities and was able to successfully offer the different professionals and customers the proper products we offered for sale according to their special needs.

ABF Bowdentechnika KFT. - Dunakeszi, Pest

January 2003. – July 2005.

Trained Worker - Preparation, machine maintenance

I gained valuable skills in the production of brake and bowden parts, mainly in the field of metal machining.

- I have gained a lot of experience in stamping and forming of eccentric presses, metal parts (clamps).
- I have learned all the processes of bowden rope production, from sheet and steel wire machining to bowden sheath extrusion, I have learned to maintain and use the eccentric presses.
- During my time there, I was promoted to machine maintenance and was asked to take on the responsibility of team leader before I left.

Dunakeszi Barátság street video rental. - Dunakeszi, Pest

March 2002. – December 2002.

Salesman

Video rental tasks - rental and sale of cassettes on a part-time basis.

- I was a customer turned to employee, the owner has given me a lot of trust, which I take as a compliment.

Magyar Posta Zrt. - Dunakeszi, Pest

April 1999. – July 2002.

Newspaper deliverer, Unified delivery guy

Delivering newspapers, collecting subscriptions and collecting subscription fees.

- After several years of reliable work, I was also deployed as a deputy unified delivery guy and later offered this fixed job.

Schools

Gárdonyi Géza Skilled Worker and Middle school - Dunakeszi, Pest

Automotive electrician– Automotive industry, May 1999.

Mechwart András Railwaytraffic Middle school - Budapest

Railway technician – Railway Industry, June 1996. – School not finished

Táncsics Mihály Elementary school - Dunakeszi, Pest

Elementary schooling – No industry, June 1994.

Languages

- **German** - Advanced level/intermediate level in speaking and writing
- **English** - Intermediate/Communication proficient level in oral and written
- **Hungarian** – Native speaker