MAJOROS ERIK | Data Analyst

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Profile

Reliable, customer-focused professional with 6 years of combined experience in hospitality, sales and data analysis, skilled in precise cash handling, accurate administration and polite customer communication. Experience in hospitality and retail supports organized, accurate work with data analysis for reporting and KPIs, working effectively with metrics, dashboards and root cause analysis in fast-paced environments.

Skills

- Excel (formulas such as LOOKUPs and IF, pivot tables), SQL (joins and aggregations), Python, Tableau and BI tools.
- Data analysis, data cleaning, data visualization, dashboards, KPI and metrics reporting, root cause analysis.
- Customer churn, retention and LTV analysis with cohort and segmentation methods.
- Ecommerce pricing and promotion analysis with KPI tracking and before/after comparisons.
- Customer behavior analysis through RFM-style segmentation and cohort tracking.
- Customer handling and communication, complaint management.
- Order entry and administration, document management.
- Inventory tracking, restocking and stocktaking.
- Management experience and team coordination.
- Training and onboarding of new staff.
- Work style: accuracy, reliability, ability to work under pressure, teamwork, flexible scheduling.

Work Experience

Customer Support Specialist & Sales Analyst - GVS Hungary Kft.   2022 - 2024

- Managed independent sales for mid to high value transactions, handling a significant share of 6–30 daily deals with individual transaction values up to €280,000 and contributing directly to company revenue.
- Oversaw website management and related administration, including updating content and handling contract documentation.
- Managed and cleaned databases, tracked profit, revenue, loss, inventory and website usage KPIs and other metrics, prepared and shared regular reports at least twice per week and supported reporting automation.
- Performed data analysis and data visualization with BI tools and dashboards, ran SQL queries for regular and ad hoc reporting, tracked inventory in CRM and ticketing systems, coordinated with related departments and used root cause analysis to resolve issues.

Waiter & Bartender - MOM Leroy (2021-2022)   2018 – 2022
Head Waiter - Vendelin Restaurant (2018-2021)

- Delivered fast, accurate service during peak hours while independently managing around 10 tables and serving approximately 30–44 guests at a time, maintaining polite communication, complaint handling and smooth teamwork.
- Processed high daily payment volumes, handling roughly half of a ~1,000,000 HUF station turnover with accurate POS entry, cash and card handling, and end-of-day closing responsibilities.
- Prepared drinks, took and handed out orders, and managed table turnover efficiently while keeping bar and guest areas organized.
- Maintained accurate order entry and payment processing under heavy guest load, helping keep wait times low and service flow smooth.
- Recorded orders, payments and inventory movements in the POS system without discrepancies, supporting daily cash reconciliation and stock control.
- Led floor service during shifts by coordinating tables, supporting other waiters and keeping service flow smooth in peak hours.
- Trained and supported newer staff in service standards, order taking and POS usage.
- Handled guest issues and ensured closing tasks (cash checks, area checks) were completed properly.

Education

University of Miskolc   Expected – 2029

- Business Administration and Management (part-time): Strengthening practical management perspective, finance, accounting and legal knowledge, as well as Excel and administrative skills, with a quantitative focus through economic informatics and economic mathematics subjects supporting data analysis. Work experience and university studies together provide reliable professional competence.

Miskolc SZC Berzeviczy Gergely Technical School   2020

- Specialization in Hospitality and Tourism: customer service, product ordering and administration, hygiene protocols, teamwork and communication.

Fáy András Greek Catholic Vocational Secondary School   2019

- Economics, bilingual program: statistics, economics and accounting in English, as well as business English and administration