Andrea Freud

Contact Details

E-mail: freudandrea0520@gmail.com
Location: Budapest

My Projects

I aim to continuously practice and improve my testing skills through various web development projects. The web applications I create provide opportunities to apply and expand my testing knowledge in practice, while gaining deeper insights into programming.

In my own development projects, I use JIRA and GitHub for project management and version control.

- My Website – a web application built with HTML, CSS, and JavaScript.
  - https://nagraggini.github.io/Explore-Knowledge/Main.html

- My Thesis Project – a web application built with C#, ASP.NET, MS SQL, HTML, JavaScript, CSS, and PHP.
  - https://github.com/Nagraggini/My-thesis

Professional Experience

Straumann GmbH, Hungary Branch (2022–2025)
Customer Support Specialist
International distributor of dental implants and surgical instruments
- Performed testing-related tasks to verify the functionality of the e-shop and corporate systems.
- Provided customer support for the e-shop (registration, orders, troubleshooting).
- Handled incoming calls and professionally responded to emails in a timely manner.
- Managed contract administration and other administrative duties.
- Coordinated with foreign suppliers in English.
- Managed customs clearance, shipping and receiving, warehousing, inventory, goods receipt, and dispatch.
- Utilized systems such as Our Services (ticketing), SAP SD, and SAP CRM.
- Prepared reports and statistics in Excel using functions like VLOOKUP and data analysis tools.

Protocall 2009 Ltd. (2016–2022)
Customer Service Representative
Clients included Antenna Hungária Zrt. (MinDigTV Premium, Filmio Online Video Library), Senso Media Zrt., MH Auchan Gas Stations Ltd.
- Gained fundamental experience in troubleshooting and problem identification, transferable to software testing.
- Managed inbound calls and performed administrative tasks.
- Handled contract signing and provided comprehensive client information.
- Delivered information, resolved technical issues, and managed complaints.
- Carried out tasks related to automated gas stations and information displays.
- Used systems such as Ecosoft and VCC Live.

Education & Certifications

ISTQB CTFL 4.0 (International Software Testing Qualifications Board)
- In progress (expected 2025)

Ruander Training Center (2024–2025)
- Junior Software Tester Program

Denis Gábor College, Budapest (2011–2016)
- Computer Science Engineering, specialization in Software Development

Raoul Wallenberg Vocational Secondary School and High School, Budapest (2008–2011)
- High School