

# Viliam Kortiš

+420 775 886 254

[vilko.kortis@gmail.com](mailto:vilko.kortis@gmail.com)

## Job history

08/2017 –

AUDIO PARTNER s.r.o. – Kytary.cz

Prague

*Customer support*

- Responding to customers' queries via phone, e-mail, chat and Facebook in Czech, Slovak and English
- Managing customers' orders
- Translating marketing campaigns to the Slovak and English language

04/2017 – 08/2017 Menzies Aviation (Czech) s.r.o.

Václav Havel Airport, Prague

*Check – in Agent*

- Checking-in the passengers, ensuring their travel documentation complies with visa requirements for their destination
- Boarding the passengers to the airplane, ensuring the boarding proceeds according to the airlines' requirements
- Being the first point of contact, solving passengers' problems in real time

- 05/2015 – 08/2017 AeroAgency [s.r.o.](#)  
Václav Havel Airport, Prague  
*Check – in Agent*
- Identical job description to Check-in Agent at Menzies Aviation (Czech) s.r.o.
- 01/2016 – 12/2016 Eurofoto Lázeňská  
Prague  
*Shop Assistant*
- Being responsible for the entire store during opening hours, accounting and assisting customers with their purchases
  - Editing photos in Adobe Photoshop, making sure the photos are printed in adequate quality

## Education

- 09/2012 – 02/2017 Charles University, Faculty of Arts  
Prague  
*Japanese studies, undergraduate (unfinished)*
- 09/2008 – 09/2012 Gymnázium Párovská 1, Nitra  
Nitra  
*High school with Maturita*

## Language Abilities

Slovak	Native Speaker
English	Fluent
Czech	Fluent
Spanish	Lower Intermediate

Japanese

Lower Intermediate

## **Technical Abilities**

HTML5

CSS3

JavaScript

jQuery

MS Office (Word/Excel/PowerPoint/Outlook)

Adobe Photoshop CS6

Departure Control Systems:

- SITA DCS
- Amadeus Altéa Departure Control
- Navitaire GoNow

## **Drivers license**

Group B – vehicles under 3500 kg