# Viliam Kortiš

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## **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 Gymnasium Párovská 1, Nitra

High school with Maturita

# **Language Abilities**

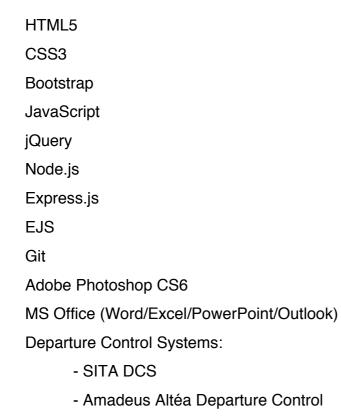
Slovak Native Speaker

English Fluent
Czech Fluent

Spanish Lower Intermediate

Japanese Lower Intermediate

### **Technical Abilities**



#### **Drivers license**

Group B - vehicles under 3500 kg

- Navitaire GoNow