




# BARBARA BÖSZÖRI

## PROFILE

Extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability to offer ingenious solutions to any problems that come up.

## CONTACT

 +3670 945 4092  
 eboszori@mail.com  
 github.com/bboszori

## TECHNICAL SKILLS

C#, VBA, ASP.NET

Python

- NumPy, Pandas
- Keras, Scikit-learn
- spaCy, NLTK
- Seaborn, Plotly

HTML, CSS, JavaScript

T-SQL, MySQL

Power BI, SAP BO

ServiceNow PA

## LANGUAGE SKILLS

Hungarian - Native

English - C1

German - B2

Korean - B1

## EXPERIENCE

### Deutsche Telekom Hungary, Technical Process Manager

JUN 2014 -

#### Developer

- Developed ASP.NET web application to handle and report OLAs.
- Refactored and supported legacy C# desktop application used by internal and external customers in the ordering process.
- Developed automation scripts using VBA, Python, and Powershell.
- Designed schemas for MS SQL and MySQL servers.
- Implemented ETL processes to migrate data from different sources to SQL database.

#### Report Manager

- Analyzed contracts and defined KPIs for new customers.
- Designed and developed internal and customer reports and dashboards in PowerBI and SAP BO.
- Participated in the service transition process for more customers.
- Kept up to date the reporting processes and was responsible for continuous improvement of them.
- Analyzed data with Python to support the decision-making of Service Managers.
- Organized a Report Developer Academy for my colleagues.

### Vodafone Hungary

AUG 2009 - JUN 2014

#### Service Quality Reporting Analyst

MAY 2011 - JUN 2014

- Reported service quality and customer experience.
- Monitored and analyzed network data.
- Cooperated with network engineers on proactively detecting and preventing failures.
- Supported transition projects for global customers.

#### Technical Support Specialist

AUG 2009 - MAY 2011

- Investigated technical complaints and sent them to competent teams
- Answered technical questions of colleagues.
- Tested new services and mobile phones.

# BARBARA BÖSZÖRI

---

## PERSONAL SKILLS

Ingenuity  
Problem solving  
Adaptability  
Communication  
Teamwork

## EDUCATION

- **Óbuda University - John von Neumann**  
**Faculty of Informatics**  
SEP 2016 - JAN 2021  
BSc in Computer Science
- **University of West Hungary -**  
**Faculty of Economics**  
SEP 2004 - JUN 2009  
International Economics  
Unfinished degree, All courses completed

## CERTIFICATES

- ITIL v3 Service Transition
- ITIL v3 Service Operation
- ITIL v3 Continual Service Improvement