



Bálint Bene

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Debrecen, Hungary 📍

01 May, 1996 📅

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EDUCATION

Business Informatics BSc University of Debrecen

09/2016 - Present

Debrecen

English - Hungarian bilingual Ady Endre Secondary School

09/2011 - 06/2016

Debrecen

WORK EXPERIENCE

Order Management Specialist Trainee Deutsche Telekom IT Solutions Hungary LTD.

02/2020 - 08/2020

Debrecen

Achievements/Tasks

- liaising with outsourced technicians around the world
- ticket and email handling in enterprise software (HPE Service Manager 9, Micro Focus Asset Manager, SAP based ticket handling)
- enhancing VBA macros for data processing automatization
- extended searching / data mining in databases

Incident Management Trainee IT Services Hungary LTD.

04/2019 - 09/2019

Debrecen

Member of T-Systems International LTD.

Achievements/Tasks

- onboarding, tutoring, access and asset management for newcomers
- involvement in problem- and change management processes

Order Management Specialist Trainee IT Services Hungary LTD.

02/2018 - 04/2019

Debrecen

Member of T-Systems International LTD.

Achievements/Tasks

- onboarding, tutoring, access and asset management for newcomers
- involvement in invoicing, pricing and resource management processes

Flight Reservations Customer Service Agent Transcosmos Information Systems LTD.

07/2017 - 12/2017

Debrecen

Ryanair Call Centre

Achievements/Tasks

- handling inbound customer queries and complaints

Sales representative OTP Pénzügyi Pont LTD.

05/2017 - 07/2017

Debrecen

SKILLS

Object-oriented Programming

Project Management

Incident Management

Order Management

Virtualization

Troubleshooting

Database administration

Customer Service

Leadership

MS Office

Enterprise Software

Teamwork

Coaching

Communication

PERSONAL REMARKS

proactive

charismatic

dynamic

reliable

analytical

VOLUNTEER EXPERIENCE

DEVAG Non-Profit LTD.

Logistics assistant

Debrecen Bike Maffia

Cyclist messenger and food delivery

CERTIFICATES

Certificate Name

LANGUAGES

English



German



Hungarian



INTERESTS

CNC engraving

Automation

Optimization

Linear Programming

Operating Systems

Electronic Music

Sports

Image Processing