

Gabriela Husarova

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EXPERIENCE

Customer support for Microsoft Xbox, Convergys

Dublin, Ireland, October 2014 - December 2015

- Technical support for incoming service inquiries
- Delivery of timely, accurate customer support with a high degree of customer service satisfaction
- Solving issues, troubleshooting, investigating
- Dealing with billing, networking
- Dealing with third parties, retailers and ISPs
- Dealing with customer complaints
- Coaching employees and demonstrating of commitment to personal improvement.
- Delivering of individual performance based on metrics and related targets.
- Focusing on daily tasks, preparation of personal schedule and reports for team manager

Store Assistant – KFC, Ireland

Drogheda, Ireland, October 2013 - October 2014

- Cashpoint operations
- Receiving orders
- Focusing on customers service and satisfaction
- Dealing with customer complaints
- Shift scheduling
- Building sales strategies based on customers surveys
- Participating in meetings about further education in retail business

Project Manager for EU funds

Kosice, Slovakia, August 2011 - August 2013

- Project Manager for EU funds aimed at Operational Program Employment, Social Inclusion and Operational Program Education
- Preparing applications for grants
- Setting a schedule of activities
- Tracking spending budget
- Reporting
- Public procurement
- Responsibility for project planning

Executive Assistant to CEO – Valdi

Kosice, Slovakia, May 2011 - July 2011
(during the college)

- Daily administrative work
- Correspondence
- Reports
- Dealing with business travel and accommodation
- Adhoc duties and tasks
- Office management

Administrative Assistant – Itares

Kosice, Slovakia, August 2010 - December 2010
(during the college)

- Administrative duties
- Warehouse management
- Reports
- Adhoc duties

Financial Advisor – World of finance, Slovakia

Kosice, Slovakia, November 2009 - January 2010
(during the college)

- Financial advice in mortgage application, insurance policies, saving products

EDUCATION**Economics University of Bratislava - Financial Management**

Kosice, Slovakia, Engineer's degree, 2009 - 2011

Economics University of Bratislava - Economics and Business Management

Kosice, Slovakia, Bachelor's degree, 2006 - 2009

REFERENCES

Gary Daly team manager, Convergys (recent employer)

phone number: +353 877 884 189

email: gary.daly@convergys.com

LANGUAGES

- Slovak (native speaker)
- Czech (fluent)
- English (fluent)
- German (basics)
- Polish (basics)

COMPUTER SKILLS

- Microsoft Windows
- Mac OS
- Word
- Excel
- PowerPoint
- Internet
- SQL

OTHER SKILLS

- Ability to multitask and manage time
- Ability to quickly learn and adapt
- Communication and management skills
- Creativity