

# Fardin Khanjani

Born on 12<sup>th</sup> of October 1992

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## Work Experiences

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### **SAP, August 2016 – Present, Budapest Hungary**

**Support Associate:** Customer Incident (problem) solving through incident management system and conference calls, real time support, root cause analysis, knowledge documentation, collaborating with developers and teammates, assisting Quality Assurance team

### **Win TV (Telemedia Ltd.), September 2014 – May 2016, Budapest Hungary**

**Director:** Control room operation, editing footage, monitoring and controlling resources to maximize revenue, directing and motivating teams of two to three

**Host:** Announcing programs and speaking to camera (unscripted and improvised), managing and explaining the process and wrap-up programs for the audience

**Customer Service:** Contacting customers by phone or Request Tracker system, taking ownership of issues or allocating them to relevant senior managers

### **Cogniso Ltd, June 2015 – March 2016, Budapest Hungary**

**Ruby on Rails developer intern:** Back-end web development using Ruby and RoR, RSpec testing, Front-end web development using HTML, CSS and Bootstrap

### **Avesta Sole Trading, April 2014- April 2015, Budapest Hungary**

**International commodity trading (self-employed):** Generating leads, contacting buyers/sellers, following up with both ends of the transaction

### **The Bay Company, May-September 2012, San Francisco USA**

**Sales associate:** Customer orientation, customer relation/assistance, cash register, warehouse and restocking, closing and recovering the store

## **Education**

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### **International Business School – Budapest Hungary**

Bachelor of Arts in Business Administration 2012–2018

### **McDaniel College Europe – Budapest Hungary**

Business Administration 2010–2012 (Transfer to International Business School)

### **Avicenna International College – Budapest Hungary**

International High School Diploma 2009–2010

## **Achievements/Awards**

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### **Completion Certificate of International Exchange Program - San Francisco USA**

Marielle den Hollander – President World Headquarter of CCUSA 2012

### **Creating a new venture (entrepreneurship) course - Budapest Hungary**

McDaniel College – Grade B+ January 2011 and 2012

### **Shotokan Karate Champion - Kiev Ukraine**

Second world champion at Karate World Championship 17-18 August 2008

## **Skills**

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- English – Advanced (Written and Verbal)
- German – A2.2
- Currently learning Danish
- SAP Afaria/ Mobile Secure Cloud (Mobile Device Management Software)
- SAP Mobile Platform Server
- Microsoft Windows Server
  - Active Directory
  - IIS
- Microsoft Exchange Server
- SQL Databases/Servers
- Microsoft Office and Google Docs

- Computer networking
- Troubleshooting/debugging
- Front-end Web Development (HTML, CSS, SASS, jQuery, Bootstrap) – Novice
- Back-end Web Development (Ruby on Rails) – Novice
- Git version control
- Web scraping
- Strong customer service skills
- Mentoring and coaching above skills

## **Strengths**

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- Critical thinking
- Problem solving
- Effective communication within teams and independently
- Efficient time management and punctuality
- Quick learner, keen to improve and learn new skills
- Cross cultural mindset having lived and worked in three different continents
- Honesty, commitment and strong work ethics
- Confidence and self esteem

## **Interests**

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- Politics/Current affairs
- Psychology /Human behavior
- Technology/Startups
- Cooking/Baking