

## Summary

I am an ambitious, hard-working and enthusiastic individual, accomplished in administration and customer service.

I am a strong problem solver with a sterling reputation.

I work well under pressure with others and individually.

I have comprehensive knowledge of Microsoft Packages (Word, Excel, Outlook)

I am currently studying Geographical Information Systems (Masters' Degree at University of Leeds)

## Education

**2018 -                      Master of Science **Geographical Information Systems** University of Leeds**

- Main subjects: Using GIS (ArcGIS package), Principles of GIS, Spatial Analysis and GIS (1<sup>st</sup> year)

**2009-2013              Bachelor of Science **Geography** Eötvös Loránd University, Budapest**

- Main subjects: Mathematics, Statistics, AutoCAD, Economics
- 2:1 Grade (hons) achieved

## Experience

**September 2018 -              Administrator (Facility Management) **Balfour Beatty Ltd**, Hereford**

- Assigning reactive and routine works to engineers
- Monitoring, maintaining PPM (routine maintenance work) and accurately updating in-house system (Confirm)
- Creating performance reports monthly (routine and reactive works)
- Monitoring quote requests and following up with engineers/ subcontractors for job updates on daily basis
- Managing of supply-chain requests and follow-ups.

**2016 – 2018 Sep              Contracts Administrator **Integral UK Ltd**, Hereford**

- Effective and courteous handling of customer queries and service requests
- Creating and updating spreadsheets relating to monthly reports
- Monitoring quote requests and chasing engineers/subcontractors for job updates on daily basis
- Accurate logging of purchase orders and filing of related documentation

**2016-2017 Mar              Barista Maestro **Whitbread Costa**, Ross-on-wye**

39 Emyln Avenue, Hereford, HR4 0JH

# BRIGITTA KEDVES

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- Worked as a team member to provide the highest level of service to customers
- Managed wide variety of customer services and administrative tasks to resolve customer issues efficiently

**2015-2016**

**Sales**    **NNA Ltd & Euro Garages, Ross-on-wye**

- Shared product knowledge with customers while making personal recommendations

**2012-2015**

**Funding Assistant**    **Ministry of Human Resources, Budapest**

- Dealt with projects of the European Union
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency
- Cooperated with other departments of the Ministry
- Verified and logged in deadlines for responding to daily inquiries
- Managed incoming and outgoing calls for the office
- Planned meetings and prepared conference rooms
- Prepared contracts to partners
- Monitored payment requests
- Assisted in preparation of projects to applicants

## Interests and hobbies

In my spare time I like to go jogging, playing squash, reading and travelling.

## Driving Licence

Full, clean UK driving licence and own car.