



Professional Profile

Analytical thinker with 8+ years of experience focusing on IT and financial services. Dedicated to excellent service delivery through innovative IT solutions. Proactive and detail-oriented professional with a demonstrated practical approach to problem-solving.

IT-Skills



HTML5, CSS3, JavaScript
React.js, SQL, Git, GitHub
Jira, Xray, Asana

Language Skills



Hungarian – native
German – fluent
English – fluent

Work History

02/2023 – 12/2024 **User Acceptance Testing Specialist**

Clearstream Operations Prague s.r.o. (Prague, CZ)

- Analysing requirements of user stories in ECMS collateral management services
- Executing test cases with an agile testing methodology approach
- Simulating user's SWIFT messages and monitoring them with SQL in databases
- Documenting test results and reporting defects to developers in Jira
- Liaising with test coordinators and regularly updating the test case status in Xray

05/2022 – 01/2023 **Junior Front-End Developer (Internship)**

Marketup s.r.o. (Prague, CZ)

- Assisted the FE development team by building an order management software
- Contributed to coding in React.js and replaced CSS with SCSS for new features
- Performed automated unit testing to identify and fix bugs
- Customized user-facing components with MUI library to meet operational needs
- Adjusted proper visual hierarchy and alignment to optimize UI design

05/2017 – 07/2022 **Tax Process Manager / Project Manager**

NeoTax s.r.o. / Dendax International LLC (Prague, CZ)

- Created workflows and supervised the operation of the tax processing team
- Redesigned and improved processing practices for changing business needs

- Implemented automated tax services in compliance with legal requirements
- Reported faulty end-user behaviour through user acceptance testing
- Reduced average processing time by 32% and expenses by 19% in a half-year

07/2016 – 05/2017 **German Collections Specialist**

PayPal Europe Services Ltd. (Dublin, IE)

- Monitored the status of negative accounts and obtained payments via phone

08/2015 – 06/2016 **German Technical Support Analyst**

Hewlett Packard Enterprise (Leixlip, IE)

- Provided remote first-line technical support on diverse hardware and software
- Addressed technical issues and recorded tickets into the ITSM system
- Liaised with service-level departments by escalating tickets for further research
- Tracked ticket queues and handled end-user requests on time

Education

09/2009 – 07/2011 **MA in International Relations**

University of Pannonia (Veszprém, HU)

09/2006 – 07/2009 **BA in International Studies**

Kodolányi János University (Székesfehérvár, HU)

Courses

09/2021 – 11/2021 **Full-Stack Web Development course**

Coding Bootcamp - Data4You z.s. (Prague, CZ)

Tech Stack: HTML, CSS3, JavaScript, React.js, SQL, Git

Interests

Discovering new work methods and technologies

Reading, history and philosophy

Cooking, especially Asian cuisine

References

Name	Kateřina Kafkova
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