

GYULA MAGYAR

Operations / Team Coordinator | Back Office Operations

Aspiring Supervisor

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PROFESSIONAL SUMMARY

I am an experienced coordinator in operations and administration, with strong skills in organizing daily operations, task prioritization, and process tracking. Throughout my work, I have supported the coordination of multiple parallel tasks and stakeholders, collaborating with HR and management. Transparent operations, consistent execution, and effective team support are particularly important to me. My medium-term goal is to develop into a supervisor/team coordinator role.

KEY COMPETENCIES

- Coordination of daily operations and back office processes
- Task prioritization, deadline tracking
- Back office and administrative operations support
- Documentation, reporting, process tracking
- Client and internal communication
- Problem-solving, escalation management
- Collaboration with HR and management
- Structured management of multiple parallel tasks

PROFESSIONAL EXPERIENCE

Senior Call Coordinator

Prohuman | April 2021 – February 2025 | Remote

In an operations-focused role, I supported the daily operations of the call center and back office processes. My responsibilities included handling client and employee inquiries, performing administrative tasks, and accurately documenting and tracking processes.

Main Activities:

- Coordination of daily operations and operational tasks
- Handling incoming requests and resolving issues
- Coordination and tracking of task priorities
- Accurate management of administrative and documentation processes
- Regular collaboration with HR and management
- Structured handling of multiple parallel tasks
- Supporting onboarding of new employees
- Maintaining quality operations and client communication

EDUCATION & TRAINING

- **T-SQL Database Administrator Training**

(Operations and query fundamentals)

- **Junior System Administrator Training**

(Windows and Linux servers; Active Directory; PowerShell; Hyper-V; Azure)

- **Radio and Television Technician**

Technical Secondary Education

LANGUAGE SKILLS

- English – A2–B1 (continuous development)
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DIGITAL SKILLS (SUPPORTING)

- Microsoft Office (advanced)
- Basic IT support mindset
- Windows environment knowledge
- MS SQL Server – operations fundamentals