





# GYULA MAGYAR

**Operations / Team Coordinator | Back Office Operations**  
**Aspiring Supervisor**

 mgycontact@gmail.com |  <https://github.com/magyargyula>  
 [www.linkedin.com/in/gyulamagyar](https://www.linkedin.com/in/gyulamagyar) |  <https://www.magyargyula.hu/>



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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.

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## 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

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## 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
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## **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*

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## **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