Katarina Regrutova

Rudolfa Holeky 636/2, 19800 Prague 9

# **WORK**

# **EXPERIENCE**

2012 - 2019 AVON cosmetics, s.r.o, Prague, Czech republic

Service Business Analyst Central Europe, Service Project

(Czech, Slovakia, Germany, Romania, MOldova)

**Position responsibilities:**

*• Maintain business processes flow: mapping, analysis, comparison, redesign & consolidation, monitoring, reporting, providing input and applying changes*

*• Monitoring and support of regional / local Service projects and initiatives in terms of requirements clarifications, cooperation with IT, testing, resources profiling, follow up on the implementation and post implementation activities.*

*• Business Requests coordination*

*• CE WEB Change Requests maintenance & implementation activities*

*• Participation in other various business initiatives having an impact on Service Model*

*• Coordination of system projects / changes in terms of Service input and involvement*

*Project management:*

+ responsibility for analysing the changes requested by the business and preparation of the Business Requests document

+ monitoring or leading per assignment, regional or local Service projects and initiatives

+ monitoring overall timeframes and deadlines, development phases and addressing issues

+ organizing and coordinating of testing phases (in terms of planning, resources, timing), support/lead implementation and post implementation phase

*Portfolio management*

+ preparing updates on portfolio and projects progress for various meetings

+ supporting business prioritization process on market/sub-cluster level, aligning with Service Heads and business PMOs

+ Business Request management and WEB Change Requests management based on Regional / Global management process

+ supporting strategy and innovation process through analytic input

*Process excellence*

+ conducting an ongoing analysis on business processes, redesigning and consolidating them

+ Lead initiatives / projects related to process improvement

+ mapping the processes in a visual form and maintain the maps update

+ investigating potential solutions to support better service processes through digitalization

Example of delivered projects:

+ GDPR changes for Webe and backend system – CZ, SK, Germany

+ Place an order page optimatilization in 6 CE markets

+ Implementation of Cash od Delivery in 15 CE markets

+ Implementation of Interactive voice response in 18 CE markets

2011 - 2012 Hewlett-Packard, s.r.o Prague, Czech Republic

TS Sales/Operational Support Management Analyst for SEE

+ responsibility for budgeting, sales analysis, statics, tracking KPI’s and forecasting sales data for Technology department

2010-2011 Gastro Palazzo, s.r.o., Bratislava, Slovak Republic

Back offfice administrator

2006 -2010 Norbert-Dentressangle Logistic UK, Warrington, United Kingdom

Inventory and E-Commerce Clerk

2004 -2006 Slovak Tax Office, Stropkov, Slovak Republic

SOle Tax Advisor

Education

2005 -2006 Technical University in Kosice, SLovakia, Faculty of Economics

Specialization: Insurance, Investment and BaNking

1999 – 2004 Slovak University of Agriculture in NItra, Faculty of Economics

and Management

Specialization: Business Management and Marketing

Academic title: Master Degree

# **SKILLS**

Strong skills *Strong presentation and managerial skills, leadership, team motivation, customer orientation, project leading and process management skills*, *training skills, analytical and strategical thinking*

Language skills English language - Advanced

German language - Basic/passive speaker

Slovak language - Native speaker

Czech language - Pre-intermediate

PC ms office - Word, Excel, Power Point – excellent knowledge,

Other – HP QC, Jira, Atlassian, CRM, IVR, PBX, Siebel, SharePoint

CERTIFICATION 2016 - **Lean Six Sigma Green Belt Certificate**

2017 – **Project management (Change management)**