

PERSONAL INFORMATION

Vass Szilamer



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Sex M | Date of birth 28.09.1991 | Nationality Romanian

JOB APPLIED FOR
POSITION
PREFERRED JOB
STUDIES APPLIED FOR

Project Manager/Coordinator

WORK EXPERIENCE

Mar 2021 – Present

Project Coordinator

Responsibilities:

Leading a Team of 82 Heads

- Contract negotiation, maintaining and monitoring project plans, project schedules, work hours, budgets, and expenditures.
- Project planning using **Waterfall**
- Coordinating a Team of Team Leaders, Coordinators, Second Lvl Agents, Product Specialists, Quality Analysts, Trainers
- Maintaining relationship with the Client Vodafone and lots of traveling to other countries.
- Organizing, attending, and participating in stakeholder meetings.
- Documenting and following up on important actions and decisions from meetings.
- Preparing necessary presentation materials for meetings.
- Ensuring project deadlines are met.
- Determining project changes.
- Providing administrative support as needed.
- Undertaking project tasks as required.
- Developing project strategies.
- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project.
- Assess project risks and issues and provide solutions where applicable.
- Ensure stakeholder views are managed towards the best solution.
- Ensuring team members have the supplies and resources they need to complete their assigned tasks on time and within their budget limits.
- Organizing reports, invoices, contracts, and other financial files for easy access
- Planning meetings and organizing project logistics
- Ensuring business alignment to client overall service strategy and requirements.
- Performance delivery of operational contact centre customer support
- Active focus on business intelligence, Proactivity & Innovation that will deliver performance improvement.

Feb 2019 – Feb 2021

Training & Quality Coordinator

Responsibilities:

- Map out annual training plans for management, HR, customer support and more
- Coordinating a Team of Second Level Agents, Product Specialists, Quality Analysts, Trainers
- Maintaining relationship with the Client Vodafone and traveling to Germany.
- Design and develop training programs (outsourced and/or in-house)
- Select appropriate training methods or activities (e.g. simulations, mentoring, on-the-job training, professional development classes)
- Market available training to employees and provide necessary information about sessions
- Conduct organization-wide training needs assessment and identify skills or knowledge gaps that need to be addressed
- Use known education principles and stay up to date on new training methods and techniques
- Design, prepare and order educational aids and materials
- Assess instructional effectiveness and determine the impact of training on employee skills and KPIs
- Gather feedback from trainers and trainees after each educational session

- Partner with internal stakeholders and liaise with experts regarding instructional design
- Maintain updated curriculum database and training records
- Host train-the-trainer sessions for internal subject matter experts
- Manage and maintain in-house training facilities and equipment

Aug 2015 – Feb 2019**Quality Analyst**

Responsibilities:

- Ensuring the Quality for a Team of 20 Members
- Develop and execute test plans to ensure that all objectives and KPI's are met.
- Implement and monitor test scripts to assess functionality, reliability, performance, and quality of the service or product.
- Identify and remedy defects within the working process.
- Recommend, implement, and monitor preventative and corrective actions to ensure that quality assurance standards are achieved.
- Compile and analyse statistical data.
- Ensuring that user expectations are met during the testing process.
- Draft quality assurance policies and procedures.
- Investigate agent complaints about the System
- Ensuring coaching and development for agents.
- Develop Agents whit trainings, Side by Side, Shadowing.

2014 – Aug 2015**Customer Service Representative**

Responsibilities:

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

2010-2014**Sushi Chef**

Responsibilities:

- Ensure that all dishes are cooked well and presented in an aesthetically pleasing way
- Oversee food preparation, checking that all kitchen staff are performing their duties
- Monitor equipment quality and order new equipment as needed
- Help the restaurant determine how much food and supplies need to be ordered
- Train new kitchen staff

EDUCATION AND TRAINING

2020-2023 Jun. Faculty of Business Babes Bolyai- Business Administration

Development courses completed:

- 2021 Apr Negotiation Skills for midlevel and above managers**
-This course was all about negation tactics how to get a win-win situation, how to get an upper hand in a deal/project price.
- 2021 Feb Situational Leadership-The Model Online**
-covid 19 pandemic came whit a lot's off challenges so I needed to refreshen/adapt work from home Leadership to successfully manage my team.
- 2020 Nov Managing Discipline**
- following a fair and reasonable process with your employee to deal with an issue of misconduct or to improve performance. Disciplinary processes need to be carried out correctly, as processes which may end in someone losing their job always poses an element of risk to an employer.
- 2020 Aug Time Management**
-One of the most important thing that I learned on this seminar how to use every minute of my time efficiently.
- 2020 Jul Development Management**
-Creative techniques how to set the trend for management and don't follow it.
- 2020 Ian Situational Leadership Building Leaders**
-development program that showed my different type of coaching methods to develop First-Line managers and above.
- 2019 Oct Conducting Business Reviews**
-mid-level management presentation skills for stakeholder's project managers.
- 2019 Sep Situational Leadership**
-sometimes the best trainings are the random situations/challenges that you get on the workplace, so I learned to adopt different leadership styles according to the situation and the development level of my members.
- 2018 Apr Practical Trainer**
-acquired the skill to present and train other people and identify their level of knowledge so I can properly train them.
- 2016 Feb Coaching for Success**
-learned the communication skill to develop people without asking directly to do task or solve their problems. Whit this communication skill i ask relevant questions to educate/coach them and let them figure out the solutions for the challenges that they currently have.
- 2015 Nov PEP Fundamentals**
-acquired the skill of professional to way communication and how to prepare the documentation for feedback and PEP sessions.
- 2015 Sept Delivering Effective Feedback**
- learned how to give effective feedbacks using WIN Model, Growth and SMART .

PERSONAL SKILLS

Mother tongue(s) Hungarian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Hungarian	C2	C2	C2	C2	C2
Romanian	C2	C2	C2	C2	C1
German	C2	C2	C2	C2	C1
English	C2	C2	C2	C2	C1

Communication skills

- good communication skills gained through my experience. I started at the beginning of my career whit 20 people as Quality Analyst. It was necessary to hold 40 Feedbacks a Month. I hade the luck to communicate/be challenged from all types of people. I further developed my skills as Coordinator mostly communicating to indirect people (Team Lead, Account managers, Stakeholders etc.) , holding business reviews that i had weekly, monthly , quarterly.

Organisational / managerial skills

- leadership
- waterfall
- couching
- people development
- strong negotiation skills
- analytical and finance skills
- strategy development to improve and ensure the current project KPI's are accomplished
- i live for the challenges, and I like to challenge my people to develop them
- strong stress resistance levels
- one of my favourite managerial skill that I learned is "choose my battles" , I learned this the hard way so i know when it's the best time to take a challenge or get the maximum out of a negotiation and I know if it's not the right time to get that negotiation going or to take that challenge.

Job-related skills

- fast learner if it's about PC related Software Tools.
- always on step ahead to innovate all work-related procedures and environment to set the new trend.
- experience in change management, our project was 3 times purchased from other companies. (Kabel BW->Unitymedia->Vodafone)
- Always focusing on results that gets the win-win situation.

Computer skills

- all Microsoft office Tools: Excel, Word, PP etc. , IBM Software, RNS

Driving licence

- B2