Michal Petrik

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**SUMMARY**

* Experience with work in an international and dynamic environment
* Experience with customer service and problem solving
* Very good communication skills in both written and spoken English, German, Norwegian, Slovak and Czech
* Experience with CRM (Salesforce, CSM) as well as MS Office
* Solid programming skills in JavaScript, HTML og CSS

**EXPERIENCE**

**GVC Group PLC** Vienna, Austria

*Bilingual Customer Service Representative for the DACH region October 2016 – July 2017*

* Handling customer inquiries via phone, chat and e-mail regarding product-, IT- and cashier-related matters
* Working in coordination with other teams based at different locations
* Escalating system anomalies faced by customers to the relevant party
* Developing and maintaining good working relationships with customers

**International School of Music and Fine Arts**  Prague, Czech Republic

*Violin teacher February 2010 – October 2013*

**Direct Parcel Distribution CZ s.r.o.** Prague, Czech Republic

*Customer Support Specialist October 2009 – April 2010*

* Dealing with customer inquiries via phone
* Providing assistance and support in package delivery related matters and taking appropriate action to ensure customers’ expectations are met

**EDUCATION**

**University of Vienna** Vienna, Austria

*Master in Scandinavian Studies*  *2015 – 2018*

* Merit scholarship from University of Vienna (academic year 2015/2016)

**Charles University** Prague, Czech Republic

*Bachelor in German Translation/Interpreting* and *Norwegian Studies 2011 – 2015*

**Prague Conservatoire** Prague, Czech Republic *Associate degree in Violin 2008 – 2011*

**Golianova High School** Nitra, Slovakia

*2000 – 2008*

**LANGUAGE COURSES**

**Johannes Gutenberg University Mainz** Germersheim, Germany

Intensive Course in Interpreting *August 2014*

* Scholarship from German Academic Exchange Service (DAAD)

**University of Bergen** Bergen, Norway

Summer Course in Norwegian Language and Culture *July 2014*

* Scholarship from University of Bergen

**Goethe Institute** Hamburg, Germany

Course in German *September – October 2010*

* Scholarship from Goethe Institute in Prague

**Lions Clubs International** Neuchatel, Switzerland

Course in German and English  *July – August 2007*

**LANGUAGE SKILLS**

* **Slovak** – native speaker
* **Czech** – native speaker
* **German** – fluent (*Sprachdiplom*)
* **English** – fluent
* **Norwegian** – advanced (*Bergenstest*)