

Top Skills

Customer Service

Research

Leadership

Languages

Polish (Elementary)

English (Professional Working)

Hungarian (Native or Bilingual)

Customer Service Specialist at Webhelp
Warsaw, Mazowieckie, Poland

Summary

Experienced Customer Service Representative with a demonstrated history of working in the retail industry. Skilled in Quality Assurance, Leadership, Customer Service, Research, and Food Safety. Strong support professional with a Bachelor of Science - BS focused in Food Science and Technology from Corvinus University of Budapest.

Experience

RDM Group

Customer Service Specialist

February 2022 - Present (2 years 6 months)

Warsaw, Mazowieckie, Poland

- Placing and follow up orders in SAP
- Keeping contact with customers
- Keeping information flow between departments
- Daily adjustment with production planning team
- Customer care
- Invoicing
- Daily contact with Salesman

Mettler-Toledo International, Inc

Customer Advisor

October 2020 - January 2022 (1 year 4 months)

Warsaw, Mazowieckie, Poland

Promoting new devices and measuring solutions for customers. (Laboratories and factories)

Giving technical support regarding our products.

Sealed Air Corporation

Customer Service Specialist

January 2019 - September 2020 (1 year 9 months)

Ożarów Mazowiecki, Mazowieckie, Poland

- Placing and follow up orders in SAP

- Keeping contact with customers
- Keeping information flow between departments
- Daily adjustment with production planning team
- Customer care
- Invoicing
- Daily contact with Salesman
- Creating new materials in system

H&M

Customer Service Representative

September 2017 - December 2018 (1 year 4 months)

Warsaw, Masovian District, Poland

- handling customer phone and e-mail contacts, advising for customers, inform customer of the status of their parcel, help them proceed and realize orders
- adhering to laws and policies regarding personal data and payment procedures
- efficient use of business systems (SAP)

RAUCH Fruchtsäfte

Analytical Chemist

February 2014 - August 2017 (3 years 7 months)

Budapest

- Analytical examination of raw materials, setting ready drinks' nutritional parameters with classic analytical methods
- Controlling production, giving instructions for production lines
- Product development
- HPLC measurement
- Training new laboratory co-workers
- Introducing new instruments and methods to staff members
- Documentation in the SAP system
- Leading factory tours
- Microbiology department tasks at the time of replacement

Education

Corvinus University of Budapest

Bachelor of Science - BS, Food Science and Technology · (2008 - 2012)
