

Name: **Agnes Zsoldos**
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Date and place of birth: 13 October 1979, Hungary
Nationality: Hungarian



Education:

1998-2001 **University of West Hungary (BDTF)**, Savaria Campus, Szombathely, Hungary

BA in English Language

Major: Teaching

Taking part in intense communication training.

Theses written on The Role of Media in Developing Public Opinion.

Experience:

07/2018-10/2019 **Position:** Private English Language Tutor, Athens, Greece

Responsibilities:

- Planning, preparing and delivering well developed English lessons that cater for the needs of the students
- Providing a one-to-one tutoring service for high school students
- Initiating, facilitating and moderating one to one practice discussions
- Assisting students with daily homework tasks and assignments
- Introducing English vocabulary by conversing with students

09/2017-06/2018: **SZOSZSZC Oladi Secondary and High School**, Szombathely, Hungary

Position: English Language Teacher

Responsibilities:

- preparing coursework for elementary and pre-intermediate level classes
- developing and implementing lesson plans that fulfill the requirements of the curriculum
- writing and producing new materials, including audio and visual resources
- teaching grammar rules, spelling, pronunciation, punctuation, reading and writing skills
- grading tests and other writing assignments, providing appropriate feedback on oral and written work

- creating a classroom environment that is conducive to learning and appropriate to the language level of students
- undertaking administrative tasks such as attendance records

03/2015-05/2017: Chinese Language and Culture Study, Beijing, China

03/2014- 02/2015: **WM Interactive Limited**, Athens, Greece, home office

Company profile: Winmasters is an up and coming player in online betting and real money gaming with tremendous growth potential.

Position: Multi-Lingual Customer Support Representative (Hungarian/English/Greek)

Responsibilities:

- responsible for translating the entire content of the website from English to Hungarian: sportsbook, poker, casino, Terms and Conditions, FAQ, keywords
- took part in the preparation, testing and launch of the website
- test the website/mobile application and report bugs
- resolve customer queries, troubleshoot basic technical issues and provide information about products and services via email and phone
- report customer feedback to the responsible department
- collaborate with and assist the Marketing/Affiliate and Risk and Fraud departments
- customer records (KYCs) control and maintenance
- provide telephone call-back services

04/2008-12/2013: **bwin.party management (Gibraltar) Limited**, Athens, Greece, home office

Company profile: Bwin is the world's leading name in online betting and real money gaming.

Position: Senior Customer Service Consultant providing support to the Hungarian, English and Greek market

04/2008-10/2005: **bwin.party management (Gibraltar) Limited**, Gibraltar

Position: Customer Service Consultant supporting the Hungarian and English market

Central and Eastern European Department

Responsibilities:

- ensure that customer requests (information needs, problems, complaints, etc) are handled professionally following guidelines and procedures: fully understand customer requests in order to identify the problem, complaint or information need, prepare tailored and complete solution, answer customers' request via e-mail and phone in a complete and timely manner

- using multiple applications to log and keep track of customer contacts (CSM, Preports, PartnerPortal etc...)
- translating and preparing templates for other team members to be used in replies to customers
- ensure acquiring profound knowledge and being up-to date regarding the company's products, other labels, customer service business (processes, organization, targets, etc.)
- liaise with other departments (marketing, security, finance, helpdesk, etc.) and efficiently escalate delicate user cases that need further handling, keep track if needed until solution is reached
- ensure feedback flow and reporting to team leader and/or section head: reporting general problems, ideas on products and process enhancements, suggestions for improvements, work enhancement ideas
- ensure team collaboration: proactively helping other team players, spreading necessary and relevant information amongst colleagues, shadowing and training new members
- assist team leader in daily operation: report any team issue, ensure high team performance in absence of team leader, report any training needs
- preparing translations of team member evaluations to deadlines, constantly checking website for possible errors and reporting them to the responsible department

02/2002-10/2005 **Wyndham Worldwide Group, RCI Europe**, Cork, Ireland

Position: Hungarian Outbound Sales Executive

- outbound sales of all the products the company is offering its members: renewal of membership, sales of holiday accommodation, travel insurance, car rentals, flight
- actively contacting passive members who didn't call the company with future holiday plans, organizing and suggesting different alternative destinations and holidays
- liaising with travel agencies and other corporate clients to ensure block reservations for incoming groups, maintaining a good working relationship with corporate clients on behalf of their customers and taking care of their accounts
- providing customer service to club members in 3800 different affiliated resorts worldwide, resolving issues and dealing with complaints
- always reaching and mostly exceeding the targets set weekly and monthly

07/2001-02/2002 **Wyndham Worldwide Group, RCI Europe**, Cork, Ireland

Position: Hungarian and German Inbound Sales Executive

- handling incoming calls from Hungary and German speaking countries in a timely and efficient manner
- reservation of travel products: membership, accommodation, flight, car rental
- providing customer service to club members in 3800 different affiliated resorts worldwide, resolving issues and dealing with complaints

09/2000-06/2001 **Primary School Vat**, Hungary

Position: English Language Teacher

- responsible for extra-curricular English teaching
- organizing competitions based on communicative activities
- keeping contact with parents

Languages:

Hungarian: native speaker

English: high proficiency (written and spoken)

Greek: fluent (written and spoken)

German: intermediate

Spanish: elementary

Computer skills:

strong computer skills, Windows Office programs, ECDL certificate

Courses:

- 120-hour TEFL course
- continuous and ongoing training in sales and customer service skill-sets
- Human Resources courses on open2study.com and alison.com
- accomplishing annually the “Security Awareness Training”

Interests:

sports, travelling, foreign countries and cultures, learning languages