



Mgr. Tamas Petenyi

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Professional Profile

“Experienced and highly qualified Customer Service professional with a friendly and helpful attitude. A people's person and a dynamic resource.”

Career Summary

Sep 2017 – Apr 2018

City Gardens Hotel and Wellness**/Luxury Downtown
Apartments****, Budapest, Hungary
Receptionist/Front Desk Clerk**

Outline

Performing day-time receptionist duties in 12-hour shifts, serving on a shared Front Desk as the Point of First Contact for two apart-hotels with wellness facilities based in central Budapest.

Key Responsibilities

- Completing check-ins and check-outs, handing out and collection of keys to/from the hotel guests upon arrival, during their stay and upon departure.
- Administration of payments, invoicing and billing of guests and companies, cash register duties, daily reports of transactions, processing of transactions (pre-authorizations, completions etc.) according to the House Rules.
- Coordination of Housekeeping, Maintenance and General Duties of the hotel's support staff (daily cleaning checklists, rosters, processing of guest requests, minibar control duties).
- Assisting the Hotel Guests upon arrival (providing basic informations about the hotel, its facilities and policies), during their stay (directions, recommendations and tips about the city, sightseeing, transportation etc.) and upon departure (reservation of airport transfers and shuttles, luggage storage, assistance with search of connections for transiting passengers).
- Promotion and selling of sightseeing programs (HopOnHopOff/Big Bus sightseeing tours, Danube Cruises, booking table reservations at restaurants, promotion of other miscellaneous entrance tickets and promotions).
- Use and management of the hotel's internal rooming system (Roomsy), allocation of apartments, receiving and entering reservation details from partner sites (Booking.com, Expedia, Agoda, OnlyRooms etc.).
- Daily administrative and Back Office tasks (filing of paperwork, handling of incoming/outgoing phone calls and emails, opening/closing of dates for new bookings, pricing etc.).

Sep 2016 –

**Upwork, Inc./Self-Employed
Freelance Translator and Proofreader**

Outline

Providing translation, proofreading, drafting and editing services as an independent expert to various regular clients as well as ad-hoc services to companies and individuals as per request.

Key Responsibilities

- Translation of documents in multiple language pair combinations (English-Hungarian-Slovak-Czech, all combinations of the aforementioned).
- Translation of documents and articles in wide-ranging fields (Legal, Medical, Technical, Financial, Travel & Leisure, Sports, Miscellaneous).
- Proofreading and editing of existing documents (grammar corrections, terminology compliance, syntax improvement, content management, outlay assessment).

Jun 2015 – Aug 2017

Camp Walden, Cheboygan, Michigan, United States of America
Office Secretary, Personal Assistant

Outline

General tasks ensuring the daily operation of a summer camp; General Office duties as the First Point of Contact.

Personal Assistant duties under the direct supervision of Camp Directors as business owners.

Key Responsibilities

- Handling all incoming phone calls, emails and personal communication with visitors as an official Camp representative.
- Liaising with official authorities (Post Office, Banks, Service Companies, Suppliers).
- First Point of Contact in case of emergency procedures (medical emergencies, weather alerts, fire alarms, missing camper procedures, unauthorized entry procedures) and per request on a daily basis.
- Personal Assistant duties performed in the capacity authorized by the Business Owners (confidential communication, company financials, appointments, messages, daily schedules, meetings).
- Daily Office duties (paperwork, drafting/editing/finalizing of business documentation, daily reports, planning, scheduling, coordination of programs, staffing).

May 2014 – Jun 2015

PwC Legal Hungary (Reti, Antall and Partners Law Firm)
Junior Intern

Outline

Law Internship completed at a prestigious international firm's Hungarian subsidiary.

Office work at a highly successful Law Firm under the direct supervision of practicing attorneys, paralegals and personal assistants as well as the Chairman of the Budapest Chamber of Attorneys.

Key Responsibilities

- Drafting, editing, finalizing, proofreading of legal documents (contracts, deeds, warrants, agreements). Conducting research, providing legal analysis and reporting to attorneys and paralegals in regards of ongoing legal procedures.
- Liaising with official authorities (Attorney General's Office, Courts, Law Enforcement, Legal Counsels, Government Bodies, Private Enterprises, Individuals).
- Delivering and receiving of confidential communication on behalf of the Law Firm (daily mail, postal deliveries, outgoing legal documentation), liaising with clients in the official capacity of a Law Firm Representative.

Education & Qualifications

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|---|---------------------------------|-----------------|
| ➤ Nursing and Patient Care, BSc. | Semmelweis University, Budapest | 2016- (ongoing) |
| ➤ Master of Law (LLM.) | Comenius University, Bratislava | 2014 - 2018 |
| ➤ Bachelor of Law (LLB.) | Comenius University, Bratislava | 2011 - 2014 |

Language Skills

- | | | |
|---|---------------------------|----|
| ➤ Hungarian | Native Speaker | C2 |
| ➤ Slovak | Native Speaker | C2 |
| ➤ English | Fluent/Proficient | C1 |
| ➤ Czech | Fluent/Proficient | C1 |
| ➤ German | Intermediate | B1 |
| ➤ Russian/Slavic Languages, French | Elementary/Conversational | A1 |

Sports Results

➤ **Chess**

- | | |
|--|------------------|
| Member of the National Olympic Team | 2014 |
| Participation at the European Individual Chess Championships | 2013, 2014, 2015 |
| National Team Chess Champions' Title | 2014, 2017, 2018 |
| International Master Title | 2012 |

References

Upwork:

<https://www.upwork.com/freelancers/~01c79e30a42b59c071?viewMode=1> (Professional Profile)

"Tamas completed the job successfully, professionally and to a high standard. He was a pleasure to work with and I would recommend him to other clients."

- Jason R., USA, Nov 2016

"The research project I gave to Tamas, was completed on schedule and to my liking. I would highly recommend him, as he was very thorough and presented the work in a good manner."

- Takumi M., UAE , Nov 2016

"Great translator, highly recommended."

- Mate Z., HUN, Dec 2016

Booking.com:

City Gardens Hotel and Wellness**:**

"The Slovakian guy at the reception was amazing. Really helpful!"

- Jan, Malta, 20 Mar 2018

"Tomazs at the reception was very helpful."

- Jordan, UK, 04 Mar 2018

"The staff at the reception, especially Thomaz"

- Benjamin, 02 Nov 2017

"Chico de recepción siempre atento y preparado de ayudar. Muy buena estancia."

- Ivan, Bulgaria, 25 Dec 2017

"Il ragazzo della reception, Thomas, é stato splendid."

- Fedele, Italy, Nov 05 2017

Luxury Downtown Apartments**:**

"The best thing about the property is the young man on reception with glasses. Unfortunately, I do not have his name.

He is very courteous and has an excellent command of the English language."

- Elizabeth, UK, Jan 19 2018

"Tomasz at front desk reception was absolutely amazing!

He gave fantastic service and made the experience so much better!"

- Diogo, UK, Nov 14 2017

"We booked an airport shuttle but unfortunately did not arrive. We rang the property and Tomas dealt with the issue straight away. He got someone to us within half hour...Tomas was super friendly and informative. He is a credit to the hotel."

- Anonymous, UK, Dec 18 2017

"Obsługa bardzo pomocna, mówiąca nawet w języku polskim :)"

- Boguslawa, Poland, Feb 02 2018

"Lo staff molto gentile, in particolare modo Tomash, che ci ha accolto sempre in modo sorridente, ci ha dato molti consigli e ha dato soluzioni ad ogni nostro problema. Veramente eccellente!"

- Aura, Italy, Dec 02 2017

"Excelente la atención y amabilidad de Kata, Tomi y Reka. Se esforzaron en ayudarnos en todo."

- Paula, Argentina, Oct 10 2017