**● CUSTOMER FULLFILLMENT SPECIALIST ●**

minta szabolcs

**Phone:** +36 20 200 2000 **email:** minta.szabolcs@gmail.com

**Objective**

I would like to apply for the **Customer Fulfillment Specialist** position at **E-ON Hungária Zrt.**, where l can utilize my **logistics** MSc degree and professional experience in **transportation** industry and **customer service**, as well as my **English** skills to contribute to your company goals.

**Key Strengths**

„ Thank to Szabolcs’s initiatives, we significantly improved the effectiveness of our inventory management. This was one of the reasons why we commisioned XY Kf. with our transport operation too. „

József Referencia, logistics dierctor, Logisztika 2000 Kft.

* Outstanding communication and negotiation skills: Liaising with foreign clients, partners, suppliers from several countries. My main clients were: Adidas, Panasonic, Caterpillar…
* **Rapid** comprehension and **learning**: During my 3 years in transportation business (due to acquisitions) I had to rapidly learn the ERP-s of three companies (**Logisztika 2000 Kft., Hungarocamion and Fuvarozó Kft.**).
* Excellent **customer service** mindset coupled with strong interpersonal skills: Ability to resolve potential service issues. Consistently ranked **#1** in **customer satisfaction** among the import department colleagues at **Logisztika 2000 Kft.**
* Solid **IT literacy**: confident user-level competence with MS Office tools, ERP-s

**Achievements**

* **Logisztika 2000 Kft.** - Our team could promptly solve the crisis caused by the 2004 EU joining, and restart the growth of the Belgian Department. Despite the difficulties, my total sales managed to grow by 25% in that year.
* **Slalom Sport** - Started from a small ski service, created a well-known and profitable sport shop. Our 4-member team managed to achieve more than 15% increase of sales in the past years.

**Professional experience**

Operations Manager

Slide Sport 2005 - present

Retail sports shop, service and rental. **Liaised** with **foreign** and domestic **suppliers**, analysed statistics, co-ordinated team work of 4 employees, VIP **client management**.

Key Account Manager

Logisztika 2000 Kft. – Belgian Department 2002 - 2005

Managed **transportation needs** from Belgium. **Liaised** with **foreign** and domestic **partners**, managed **export&import documents**, **prepared quotations and tenders**, tracked **projects**, provided **reports**, attended **meetings**.

**Education**

BME (Technical University of Budapest)

***Faculty of Transportation Engineering, Specialization in Industrial and Transport Logistics, Forwarding Manager Sub-Specialization***

Transportation Engineer (MSc)

2002

**Languages**

* **ENGLISH**: fluent
* **german**: basic (intend to improve)

**Other**

* Driving license: Category B
* Rapid MS Office / IT use

Gyöngyösi főiskola Gazdasági és társadalomtudományi kar

Nemzetközi Kapcsolatok Szak