

MIHÁLY GERGELY FOGARASI

CURRICULUM VITAE

PERSONAL INFORMATION

Nationality: Hungarian
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EXPERIENCE

PROJECT MANAGEMENT PROFESSIONAL

BT ROC Kft.

12/2022 –

Working in English-language environment

- Plan, coordinate, and oversee projects to ensure they're completed on time, within budget, and to the required quality standards.
 - Defining Objectives: Setting clear project goals, scope, and deliverables.
 - Planning: Developing detailed project plans, timelines, and budgets.
 - Team Coordination: Assigning tasks, managing resources, and ensuring effective communication among team members.
 - Risk Management: Identifying potential risks and implementing mitigation strategies.
 - Monitoring Progress: Tracking project milestones and making adjustments as needed.
 - Stakeholder Communication: Keeping stakeholders informed through regular updates and ensuring their requirements are met.

SENIOR CUSTOMER SERVICE REP.

Thermo Services Kft.

09/2021 – 12/2022

Working in English-language environment

- Leading the Nordic team, acting as the Subject Matter Expert of EMEA teams
 - Internal support to stakeholders and engineering management
 - Creating work instructions, teaching new joiners, participating in Manager meetings to improve our processes, leading daily scrums
- Handling enterprise customers' service requests
- Directly performing pricing and ordering activities and involving other company departments and third parties as necessary
 - Create and maintain service request tickets in SAP Cloud for Services (C4S)
 - Maintain customer, equipment databases in ERP
- Planning and organizing the onsite visits of Nordic engineers

SERVICE REQUEST MANAGER

BT ROC Kft.

02/2020 – 09/2021

Working in English-language environment

- Handling enterprise customers' IT and Telecommunication service requests
 - All commercial, problem solving and delivery aspects
- Taking ownership of the timely completion of the customer request (KPI)
 - From technical design, pricing/proposal creation and ordering
- Directly performing pricing and ordering activities and involving other company departments and third parties as necessary
- Managing handovers between the different departments

SAP APPLICATION CONSULTANT - SALES CLOUD

CTIT Consulting Kft.

05/2019 - 01/2020

- Deploying SAP Sales Cloud system for T-Systems Magyarország Zrt.
- ABAP debugging
- Creating, giving Presentations for colleagues related to Sales, Marketing, Customer Data Cloud, Field Service Management
- Attending on SAP Hungary Partner events such as:
 - SAP Marketing Cloud Presales Partner Bootcamp
 - CEE CX Presales Academy for Partners
- Product Marketer/Presenter at T-Systems Symposium 2019

MODEL DEVELOPMENT SPECIALIST

Docler SSC Kft.

01/2019 - 05/2019

Working in English-language environment, in three shifts.

Continuous technical and non-technical support to improve quality:

- Handling and solving technical and non-technical problems and complaints
- Forwarding issues posing security and legal risks to the leader of the subject professional field
- Continuous update and maintenance of the professional knowledge
- Participating in company projects
- Mentoring Junior colleagues

CUSTOMER SUPPORT REPRESENTATIVE

Docler SSC Kft.

07/2018 - 01/2019

Working in English-language environment, in three shifts.

Continuous online and offline support of customers via chat, e-mail or telephone:

- Assisting with Product, Billing related topics such as:
 - Questions, issues
- Email, Backend supporting, Product testing

EDUCATION, CERTIFICATES

PRINCE2 FOUNDATION
PEOPLECERT (6TH EDITION)
2024

PRACTICAL TASK & PROJECT MANAGEMENT
SAMLING SOLUTION CONSOLTING
2023

SAP CERTIFIED APPLICATION ASSOCIATE
SAP SALES CLOUD 1811
2019

EÖTVÖS LORÁND UNIVERSITY
SOCIAL SCIENCES (BA)
2018

INDEPENDENT INSURANCE BROKER
2014

LAUDER JAVNE SECONDARY SCHOOL
2013

ENGLISH LANGUAGE EXAM
INTERMEDIATE
2013

LANGUAGES

- **HUNGARIAN:**
 - Mother tongue
- **ENGLISH:**
 - Fluent in English, working in English-language environment since 2018.
- **SPANISH:**
 - Understand Spanish on a minimum level.

PERSONAL INTERESTS

- Travelling, skiing, biking, running
- Volunteer work:
 - such as helping for Magyar Élelmiszerbank to collect food at Christmas
- IT Orientation:
 - editing, designing, debugging websites, controlling a virtual machine