

KRISZTIAN PINTER

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PROFILE

I have already acquired several years of valuable experience in Internal Communications Development, e-commerce and the Fashion Industry. Throughout the years I also inevitably learnt to Manage the Projects of improving the relevant operational processes as well.

As Digital Solutions advance with rapid strides, I find that the most important and most fascinating part of my job is seeking out, learning and implementing innovative and creative methods. I really enjoy the process of innovation and taking an active part in the quick growth of our company.

As a Project Manager, it has always helped me enormously that I have a natural aptitude for great teamwork and that I am very adaptable, though I find individual tasks just as rewarding.

My Digital Profile is available at <http://pinterk.com/>

SKILLS

INTERNAL COMMUNICATIONS

- ▲ Co-ordinate and deliver the Internal Communications Strategy
- ▲ Lead the development and implementation of an effective Corporate Communication
- ▲ Produce effective internal content for our team on a national, international and regional level
- ▲ Ensure all our colleagues in contact with customers have all the relevant and up-to-date information easily accessible
- ▲ Establish a robust planning and scheduling approach
- ▲ Regular gap analyses – Creative and innovative in approach
- ▲ Deliver the key corporate messages accurately – according to the management's business priorities and requests
- ▲ Work closely with the entire Leadership Team to develop a co-ordinated approach across the firm and tailor the messages for the Lines of Service
- ▲ Manage regular measurement, temperature testing and feedback approaches, analyse results and provide insights and recommendations

PROJECT MANAGEMENT

- ▲ Organize and oversee several Internal Communication and Process Development Projects at the same time and maximise their efficacy – I have managed to save large sums of money for the companies I have worked for
- ▲ Ensure all the legal and client requirements are met
- ▲ Complete accountability for the quality, efficiency and the tracking of communications on all levels of the firm

- ▲ Leading and liaison with the most appropriate, hands-on, firm but friendly and approachable attitude
- ▲ Problem Solving
- ▲ Decision Making
- ▲ Fully responsible for keeping the projects on schedule
- ▲ Work well even under pressure
- ▲ Conduct research on technical, organizational behavioural, legal topics and new developments in innovation for several of my projects, as in these fields broad knowledge is indispensable for the successful execution

COMMERCIAL AWARENESS & PRACTICAL KNOWLEDGE

- ▲ Eager to learn about the current and upcoming trends
- ▲ Fashion industry
- ▲ e-commerce
- ▲ Retail
- ▲ Good understanding of the typical corporate structures

IT

- ▲ Up-to-date knowledge of the most effective Digital Communications systems
- ▲ Proficient user of the following softwares: Hybris E-Commerce Software, Microsoft Dynamics NAV, Salesforce, Quantiv E-Commerce Software, e-rmis, Sublime, Adobe Photoshop, Microsoft Office, Google Applications
- ▲ Appropriate knowledge of the development processes of the above softwares

EMPLOYMENT

MATCHESFASHION.COM – LUXURY FASHION RETAILER

Customer Care Assistant/Coordinator, London

Jun 2014 – Present

Responsibilities:

- △ Liaise with several departments to resolve issues in the Sales processes, including IT, Higher Management, Buying/Resourcing, Distribution Centre, Shipping
- △ Sole responsibility in developing operational processes and implementing them on a day-to-day basis
- △ Respond to customer enquiries in e-mails
- △ Use and Improve Salesforce Customer Relationship Management System
- △ Manage orders in Hybris E-Commerce Software
- △ Up-to-date product and trend knowledge
- △ Excellent Sales-oriented Customer Service at all times
- △ Report writing – Customs issues, Development of Operational Processes, Sales
- △ Automated Invoice handling, Stock Management and Tracking in Microsoft Dynamics NAV
- △ Utmost reliability as even the smallest transactions are around £100

Fulfilment and Shipping Clerk, London

Nov 2012 – May 2014

Responsibilities:

- △ Coordinate all the Distribution Centre processes to ensure the immaculate timekeeping of the deliveries
- △ Manage VIP Customers' orders and special requests with outstanding reliability
- △ Control stock levels to ensure precise administration
- △ Liaise with several departments of the company, including the other sections of the warehouse, Higher Management, Merchandising, Compliance Team, Mystylist/Sales, Customer Service, Retail
- △ Immaculate product knowledge
- △ In charge of Salesforce User Administration
- △ Manage orders in Quantiv E-Commerce Software
- △ Stock Management and Controlling Audit Trails in e-rmis

NIKON HUNGARY – OFFICIAL NIKON SUPPLIER OF HUNGARY AND REPAIR CENTRE

Customer Service Manager, Budapest, Hungary

Jan 2009 – Jul 2012

Responsibilities:

- △ Supervise 15 colleagues in different departments
- △ Respond to customer enquiries face to face, on the phone and in e-mails
- △ Coordinate the repair processes – Won the title of The Quickest and Most Efficient Official Nikon Repair Centre in Europe 2011
- △ Support the Hungarian Marketing Team of Nikon in Copywriting, creative tasks and provide information on any of our products
- △ Constantly research all of Nikon's competitors
- △ Take an active role in promoting the brand, e.g. at Formula 1 events
- △ Liaise with the official retailers, other nations' official Nikon suppliers and the Head Office in Japan
- △ Hold trainings on new products
- △ Stock management

RAIFFEISEN BANK

Telephone Sales, Budapest, Hungary

Jan 2008 – Dec 2008

Responsibilities:

- △ Sell Private Banking Services on the phone
- △ Excellent Customer Service skills

FREELANCE ON-LINE JOURNALIST, EDITOR, WEB DESIGNER AND PHOTOGRAPHER

Budapest, Hungary then London

Jun 2004 – Present

Responsibilities:

- △ Photographed: Hundreds of London Fashion Week Shows & backstage, and events for Glamour Magazine, InStyle Magazine and Marie Claire Magazine on a regular basis
- △ Photographed in many different kinds of photo-shoots for model agencies and companies, including Tony & Guy and WESC
- △ Journalist and Editor for Axel Springer magazines on an on-going basis until 2009

EDUCATION

BA in Journalism – University of Kaposvar, Kaposvar, Hungary

2004 – 2007

Specialized in Photo Journalism

BA in Digital Library Management & Information Studies – University of Kaposvar, Kaposvar, Hungary

2004 – 2007

Specialized in Digital Media

NVQ Level 3 in Corporate Communication Development – University of Kaposvar, Kaposvar, Hungary

2002 – 2004

Specialized in All-Round Efficiency Improvement of Work Processes

NVQ Level 2 in Business Information Technology – NG Secondary School of Economics, Kaposvar, Hungary

2001 – 2002