



ALÍZ SERFŐZŐ

PERSONAL DATA

Date of birth: 1996.09.19
Nationality: HUN
Address: 22415 Hamburg, Germany
E-mail: serfozo17@gmail.com

EDUCATION

Bachelor's Degree - Economist in
Commerce and Marketing, University of
Szeged (2016-2020)

Financial and Accounting assistant
vocational training (2015-2016)

General Certificate of Secondary
Education, József Kőrösy Secondary
Vocational School of Economics (2011-
2015)

LANGUAGE SKILLS

- Hungarian: native language (C2)
- English: intermediate (B2)
- Business English: intermediate (B2)
- German: pre-intermediate (B1)

WORK EXPERIENCE

Stock-controller

Hansa-Kontakt Ltd. 2021-2024

Active participation in procurement processes: supporting inventory management, crafting strategic procurement proposals, preparing reports and statements, and optimizing inventory and product range through continuous monitoring of stock levels in the FMCG sector. Managing inter-site product movements to minimize inventory shortages. Handling agreements and item databases, collaborating with other departments, and maintaining ongoing communication with external partners. Monitoring the market and competitors, conducting price surveys.

Call-center representative

Hungarian Telekom Plc. 2018-2020

Managing inbound calls, identifying customers' needs, offer and clarify information, investigate every issue and providing effective and customer centric solutions, fostering customer retention and sales activity. Mentoring and assisting new entrants.

TECHNICAL SKILLS

- Excellent communication and problem-solving skills
- Precise and efficient work execution
- Analytical thinking, numerical skills
- Advanced Office 365, ERP Systems (Word, Excel, PPT, Microsoft Dynamics AX, ngSiebel)
- Hands-on attitude
- Motivated and positive mindset
- Capacity for continuous improvement
- Driving licence: category B