



Ing. Katarína Bozogánová

Chrastné, Slovak Republic • +421907188552 • k.bozoganova@gmail.com

Date of birth: 3. 11. 1991

I consider myself a responsible and detail-oriented person committed to completing given tasks to the highest standard. I am comfortable working independently or as part of a team based on the requirements of given task. I am eager to learn new things and gain new experiences.

WORK EXPERIENCE

Business Operation Manager (maternity leave), Deutsche Telekom Systems Solutions Slovakia s.r.o. - Košice, Slovak Republic

May 2020 - Currently

- Prepared presentations and reports to support data-driven decision-making
- Collected and analyzed data from different departments (Finance, HR) into a consolidated data file and regularly updated the file
- Coordinated a departmental reporting improvement project, leveraging a Power BI dashboard to streamline reporting and ensure accessible data for management
- Monitored Finance Centre projects using Kanban methodology, tracking progress and supporting task coordination
- Managed customer contracts, including validity checks, document system administration and preparing new contracts based on agreed terms in cooperation with the Legal Department
- Monitored and tracked KPIs of the department
- Conducted compliance reviews across teams to ensure adherence to internal policies and procedures, and revised work instructions where necessary
- Handled confidential data and ensured compliance with internal confidentiality procedures
- Communicated with local finance department concerning budget preparation, monitoring and adherence to targets
- Coordinated an internal employee development program and communicated with external training partners

Assistant II, Deutsche Telekom Systems Solutions Slovakia s.r.o. - Košice, Slovak Republic

December 2017 - April 2020

- Provided day-to-day administrative and organizational support to the Head of the Financial Centre
- Managed office administration, worked with different business tools

SKILLS

Microsoft Word - Skillful

Microsoft Excel - Skillful

Microsoft PowerPoint - Skillful

Microsoft Outlook - Skillful

Agile & Scrum - Beginner

Artificial Intelligence - Beginner

LANGUAGES

English - Upper intermediate (B2)

Driving license

B

- Collected, consolidated and analyzed data and prepared ad hoc reports
- Organized meetings, business trips, workshops, corporate events, visitor arrangements and other business activities
- Communicated with internal and external partners
- Coordinated internal training sessions and supported the onboarding of new employees
- Contributed to the department's editorial board

Travel Agent, SATUR TRAVEL a.s. - Košice, Slovak Republic

March 2017 - October 2017

- Sold products and provided customer service via the call center
- Processed payments and handled basic accounting tasks
- Maintained statistics and prepared monthly reports
- Handled individual customer requests and ensured customer satisfaction
- Managed bookings in accordance with established procedures and ensured accurate processing
- Built and maintained positive, long-term relationships with new and existing customers
- Resolved customer complaints and service-related issues

EDUCATION

Faculty of Mining, Ecology, Process Control and Geotechnologies, Technical University of Kosice **Geotourism**

2012 - 2017, Košice, Slovak Republic

Modules: Introduction to travel and tourism, Marketing and management, Creating profitable business plans, Administration, statistics and IT.

Course or certificate

Power BI Basic, Deutsche Telekom Systems Solutions Slovakia **- internal training**

Introduction to Power BI, overview of Power BI functionalities and Data analyzing and reporting possibilities.

Agile and Scrum Fundamentals, Deutsche Telekom Systems Solutions Slovakia - internal training

Gaining basic knowledge of Agile and Scrum principles, roles within the Scrum framework, and the key elements of a Sprint.

Elements of AI

Training in progress