

## Personal information

### Attila Gerzsei

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## Trainings:

2014 **European Leadership Podium Program**

## Languages:

Hungarian - mother tongue

**English – fluent**

## Key skills:

### Technical skills:

- MS Office, SAP, Lotus Notes, internet, social networking tools

## Personal statement:

I am a leader who always seeks new challenges. I think about any kind of work as a creative process of creation. I believe that one can only build on firm foundation, however new solutions should be tested and applied from time to time for the sake of the best possible performance.



## Personal skills:

- ambitious and result driven
- persistent, determined and target oriented
- seeking for continuous development
- efficient and practical decision maker
- self-aware - always seeks to learn and grow
- strong planning, organizing and monitoring abilities
- manage risks well
- multi-tasker, working in multinational environment
- reliable and dependable - high personal standards, hard worker

## Professional experiences:

### Samsung Electronics Hungary, Sales Office Budapest

2005 March - present



### Director

*Smart & Premium Solutions*

*(Logistic, Customer Service, Process Development, Alternative Sales Solutions)*

March 2013 – present

Manage the given support functions: **Supply chain, Customer Service, Value-added services, Process management** on the highest quality level

- Management of the **Hungarian Customer service network** (up to 50 outsourced partners) and **Call center** that functions as a **BSC** (+100 full-time employees – offshore, outsourced solution)
  - **Customer contacts** via Inbound, outbound calls, e-mail, chat, social media
  - **Voice of customer** management
  - **Value added sales services**

- Development and management of new, **alternative products** and solutions
  - **Smart School** – digital education program and platform on elementary and higher education level
    - Manage the Smart School facility in Jászfényszaru
  - **Extended warranty** and further value added services
- **Strategy creation** that drives the **future market**, creates a better **customer experience** in a few years' time
  - Create **regional/global best practices** in customer experience that can be applied in the future in other markets
- **Supply chain management** with products delivery from central depots to partner warehouses/end customers, local warehouse management and custom clearance services

### **Head of Customer Services (CEE region: Hungary, Czech Republic and Slovakia)**

October 2005 – February 2013

- **Customer service network establishment and management in the CEE countries** for all product categories available in Samsung portfolio (mobile phones, consumer electronics products, IT products, air-condition products) – control up to 150 outsource partners' operation and in-house Customer Service teams
- **Reverse logistic operation** (parts management, return goods etc.)
- **Field quality management** and technical support
- **Call center and voice of customer** management (outsource and offshore solution)
- **Environmental** management
- **Greek customer service** operation support (2012-2013)

### **Customer Service and Reverse Logistic Manager T-Mobile Hungary Ltd.**

April 2003 - September 2005



- **Reverse logistic operation** management (parts, handset, tools warehousing, daily order fulfillment, inbound/outbound, distribution, scrapping etc.)
- **Outsourced manufacturer service network** management, **operation quality** and KPI control and level-up
- **Customer service** and **logistic project** management

### **Customer Service Manager – Manufacturer part Westel 900 Zrt./later rebranded to T-Mobile Hungary Ltd.**

October 2000 – April 2003



- **Build and control new outsourced service network** in cooperation with mobile phone manufacturers
- Regular **operation quality** and **performance review**, implement **level-up activities**
- Project management in the Customer Service and Logistic field

**Supply chain management trainee**  
**Coca-Cola Beverages Kft., Dunakeszi - Hungary**  
May 1999 – October 2000



Involvement in different **logistic projects in the CEE region** in 3 months rotation like Production planning, Distribution, Warehousing, Purchasing and System implementation

**Awards (department & individual):**

**2015**

**Best European subsidiary** – KPI and processes in H1 2015

**2014**

**Outstanding Service Award**, Best SCSI subsidiary in EU (Service Customer Satisfaction Index)

**Excellence in Customer Service Award** (3rd party Award given by ClientFirst Consulting), **Call Center** Category, **Silver medal**

**Excellence in Customer Service Award** (3rd party Award given by ClientFirst Consulting), **Digital Service** Category, **Bronze medal**

**2013**

**Individual Innovation Award** given by European Headquarter of Samsung

**Excellence in Customer Service Award** (3rd party Award given by ClientFirst Consulting), **Digital Service** Category, **Gold medal**

**Excellence in Customer Service Award** (3rd party Award given by ClientFirst Consulting), **Call center** Category, **Bronze medal**

**2012**

**Global Customer Service Team Award**, Superior. Mobile Service Quality and Operation

**Excellence in Customer Service Award** (3rd party Award given by ClientFirst Consulting), **Call center** Category, **Bronze medal**

**2007-2010**

**Best European Customer Service Subsidiary** in Europe

**Social or other responsibilities:**

**August 2015 – CECED**, Hungarian CE Manufacturers Association – **Director**

1997 – 2003 MAFC, Technical University of Budapest Sport Club - Vice President

**Education:**

2002-2004 **Quality management faculty**

Technical University of Budapest, Economy & Social Science Course

1994-1999 **Transportation engineer, Logistic faculty**

Technical University of Budapest, Transportation Management Course

## **INSIGHTS of my personality profile (Facet5)**

### ***in general:***

- determined and target oriented
- seeking for continuous development
- drives through the projects
- ambitious and result driven

### ***as a team member:***

- takes a leading role
- has strong opinions on what to do
- focused on the effective added value
- has a clear vision and able to focus

### ***as a leader:***

- focuses all resources to the agreed goals
- challenging for results
- demanding high personal standards
- gives and communicates clear targets
- following up on results of the progress
- give straight feedback if not satisfied with the result

### ***motivation factors:***

- to have the possibility to effect his own performance
- to have clear targets
- to have his own responsibility
- to build and lead a business
- to perform measurable results

## **Some interesting things you may want to know about me:**

For me eating and good food is not just an everyday necessity, rather an experience, a real treasure hunt. Wherever I go, I am looking for local and special meals that tell stories about the people who prepare them and about their culture.

On the other hand while strolling around; architecture and interior design are also great storytellers for me. My taste is quite eclectic, I adore buildings and interiors with designs such as Art Deco, Minimal, Bauhaus, and I myself am a real experimenter, I love creating unique interior designs.

## **Hobbies:**

- Reading, especially modern literature from Chinese, Middle-East, Indian and other writers
- Unique travelling & experiences
- Designing apartments

**References** are available upon request