

KATALIN PUSKÁDI

katpusk@yahoo.co.uk

Translation experience

- translation of SAP system documentation (Polish to English)
- website translations (Hungarian to Polish and English)
- wine label translations (Hungarian to Polish)
- translation and voice over of sightseeing tour material (Hungarian to Polish and English)
- translation of children's workbooks (Polish to Hungarian)

Professional experience

May 2011-current

Air Products- Barcelona, Spain

LB Logistics Trip Administrator

- distribution management of industrial and medical gases in Europe, mainly in the Polish market

May 2010- May 2011

Air Products- Barcelona, Spain

Order Management Representative

- supporting of liquid bulk customers in Poland and Germany
- handling customer enquiries regarding open orders and claims, complaints, investigate causes and escalate to management
- liaising with logistics for customer deliveries

November 2007-May 2010

BSH Home Appliances/Siemens- Dublin, Ireland

Sales coordinator

- processing kitchen appliances sales order documentation in SAP
- assisting customers with sales and product queries
- monitoring incoming stock and scheduling of back orders
- bringing schedule orders to delivery and generate SAP picking list for warehouse
- giving support to Sales Representatives in pre- and sales processes
- liaising with After Care partners BSH Appliance Care

February 2007-November 2007

Erne Property Management- Dublin, Ireland

Administrator

- providing secretarial service to Erne property management and Alcove Properties.
- company banking including organising monthly payment runs, inputting invoices into purchase ledger, sending out cheques
- developing monthly property management reports

October 2006-February 2007

Bank of Ireland- Cabinteely, Ireland

SAP Requestor

- processing stationery orders for all SAP Vendors on behalf of Branch Network

October 2005-May 2006

3Com Europe Limited- Hemel Hempstead, England

Order Management Representative

- providing Order Management support to customers across one or more EMEA countries and/or territories
- processing, monitoring and maintaining customer purchase orders and backlogs
- processing faxed orders manually and action all customer order change requests using 3Com's transactional system (SAP)
- managing, resolving and processing a wide range of external and internal customer enquiries

September 2004 - August 2005

TATA Consultancy Services- Budapest, Hungary

SAP end-user support for Delphi Automotive customers from Germany and Poland.

- understanding and translating SAP documentation coming from German or Polish customers into English, and assigning them to the proper upper level consultants (specialised in the given module and responsible for SAP customizing issues)
- resolving basic issues, such as authorization problems, adding/removing profiles from users, creating user-ID's in different SAP instances
- SAP user administration

January-August 2004

EDS (Electronic Data Systems)- Budapest, Hungary

Call centre

Helpdesk operator for customers from Poland and England

- assisting users on several issues like Network, Outlook, Internet or Intranet problems
- assigning cases to the proper 2nd level consultants

Education

1998-2003 Jagiellonian University, Cracow, Poland

Master's degree in International Relations, with a specialization in American Studies

1994-1998 Lovassy László High School, Veszprém, Hungary

Competences

Languages

- **Polish and Hungarian** (mother tongue)
- **English and Spanish** (fluent)
- **German** (intermediate)
- **French** (basic)

Additional skills

- highly skilled in MS Office
- working knowledge on end user level of SAP
- able to work to tight deadlines