

CURRICULUM VITAE

PERSONAL INFORMATION

First name/ Surname	Rita Bordács
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RELEVANT WORK EXPERIENCES

Style communicator, project manager

Independent professional (November 2011 - Present)

- Consultancy, training, mentoring, presentation and publication in topic of style communication
- Project management: management strategy, new service and function implementation, process regulation, training development, conferences, professional programs (as SpeedLead business meeting)
- Premium brand category service checking: analysing, monitoring and support the holistic customer experience in different sectors (fashion, bank, telecommunication, hospitality)
- Publicist and columnist of NetLét on <http://stiluskommunikacio.eu> (article writing)

Reference: Noémi Szabó (Tower Leader at ISSC - IMB Hungary) +36 70 376 6271

Gabriella Nádudvari (Head of Department – University of Szeged) +36 20 261 8363

Consultant

Private enterprise (November 2008 - March 2011)

- Business process development in projects
- Consultancy and mentoring in sales and marketing

Process development and changing manager

T-Mobile Call Center / Hungarian Telekom (February 2001 – September 2010)

- Project- and changing management (service implementation, BPR, international best practice)
- Service and product development (customer care processes, IVR & Online self-care functions)
- Internal / external communication (employer branding, information flow, employee / customer informant documents, IVR contents, columnist in Mobil Info)
- Training and Human Resources (organization developing, recruitment, selection, education, mentoring, consultant tasks, vocational teaching and course-book writing)

Reference: Noémi Székely (Former Director of Customer Care Department) + 36 70 930 3147

Process manager

T-Mobile Walk-in Customer Service / Hungarian Telekom (March 2000 – February 2001)

- Project- and changing management (implementation of new services, BPR)
- Representation and cooperation (within company departments and T-Mobile group)

Reference: Gábor Pónya (Former Head of Quality Management Department) +36 30 930 3721

Sales representative

T-Mobile Sales & Walk-in Customer Service/Hungarian Telekom (April 1998 - March 2000)

- Sales, service modification, handling complains and customers' requests
- High-level knowledge of value-added services and training

EDUCATION, TRAINING

Style Communicator / University of Szeged (2011-2012)

EU Funding, financing, tender management training / Corvinus University, EU Project Office (2006–2007)

Marketing-management engineer / József Attila University, Szeged (1994–1998)

Courses: writing methods, technique of presentation and negotiations, project management, Dale Carnegie leader training, handling of complains and conflicts

COMPETENCES

Language: fluent English and conversational Italian

Computer: office products (Outlook, Word, Excel, MS Project, PowerPoint), prezi.com, info graphics

Driving licence: B type

PERSONAL SKILLS

self-motivation, constructive problem-solving, good at organising and support, sensible of style and beauty, emphatic, patient, positive attitude, tolerant, open-minded, innovative, thinking strategically, inquiring personality, ability of dreaming-creating and implement newness

PUBLICATIONS

<http://stiluskommunikacio.eu> – NetLét columnist (all aspects of personal presence on net)

IPM – Interpress Magazine: Career on net (November 2013), Virtual relationship (February 2014)

VOLUNTEER ACTIVITY

European Umbrella - EU Youth Cultural Project / Lice, Turkey / October 2011

Hungarian group leader and organizer

- Tolerance and respect for cultural differences and knowledge of one's own heritage were the key factors for a harmonious multi-ethnic society; participants: Norway, Turkey, Italy, and Hungary (youth age 18-25).

Symbol of a City- EU Youth Economic Empowerment Project / Diyarbakir, Turkey / July 2013

Hungarian group leader and organizer

- Found, identify and create and develop new own symbols for the host city, Diyarbakir.; participant countries were Denmark, Lithuania, Turkey and Hungary, (youths age 18-25)

HOBBY AND PASSION

Italy, rolling skating, writing, personal branding, style consultancy, raw foods, ski, travelling

Budapest, 11 May 2014