

# Mariann Balogh Potamitis

Hungarian (EU) Passport holder

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## Summary

Over 10 years of work experience providing technical support and customer service. Became skilled and devoted while working at Telekom (T-Mobile) and Mango Fashion, and gained experience in organizing, planning, assisting everyday operational and administrative tasks. Extensive experience in sales, performance management, and process development (CRM and Billing system) Highly concentrated and results-driven in managing complex, time-critical tasks. Capable of establishing priorities and seeing obstacles at an early stage. Reliable and professional. Excellent at streamlining inefficient environments and administrative procedures to increase accuracy and efficiency.

## Experience

### Preschool Teacher

Busy Bees English Private Kindergarten | Limassol, Cyprus

2016 - 2023

- Planning and execution of the yearly educational schedule.
- Multitasking distinguishes between different attitudes and unusual behavior.
- Motivating and stimulating children's learning abilities.
- Assisting with development of children's personal, social and language abilities.
- Keeping contact with the parents and discussing the children's development.

### Sales Team-Shift Manager

Mango Fashion Store | Limassol, Cyprus

2009 - 2014

- Managing employees work schedules.
- Taking care of and evaluating customer complaints, problem solving
- Being responsible for the cashier desk and handling payments.
- People management: addressing employee disputes, questions, and concerns.
- Regular front line trainings participation.



### Customer Support | Sales | Back office | Billing | Complaint officer


Telekom Hu, T-Mobile | Budapest, Hungary

2003 - 2009

- Working with CRM and billing system.
- Handling difficult situations with ease.
- Being always with customer experience mindset, polite and flexible towards inappropriate behavior as well acting quickly.

- Constantly improve my knowledge and skills and keep myself always up to date.
- Promoting and selling new products and service packages to clients.
- Being fully responsible for customers' payments.
- Dealing with overdue payments.

## Education

- **KOS College Budapest Hungary**  
Communication and Media Studies
- **GATE University Budapest**  
Higher Education, Developed Marketing and Business Management
-  **University of Debrecen**  
Kindergarten/Preschool Education and Teaching

## Licenses & Certifications



**Foundations of Project Management** – Coursera | Google | 2023  
BPX7SQ3337SB

## Languages

- **English**  
Professional working proficiency
- **Hungarian**  
Native or bilingual proficiency
- **Greek**  
Limited working proficiency
- **Russian**  
Limited working proficiency

## Skills

Time Management • Written Communication • Strategic Communications • People Management • Inventory Management • Organization Skills • Creative Problem Solving • Positive Behavior Support • CRM • Multitasking