

# Jakub Jančovič

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## WORKING EXPERIENCES

### Orange Slovensko a.s.

- **2016-2018 Hot line agent level 3** The duties of the level 2 with focusing on business clients (B2B). Helping with their specific services as The voice virtual private network. Establishing trouble tickets for outages, sending them to the investigators and informing acustomers about remedies.  
Special support for residential customers with advanced settings their devices (port forwarding, the 3th party applications).
- **2009-2016 Hot line agent level 2** The duties of the level 1 with focusing on technical problems of devices, Internet connections and router setting.
- **2006-2009 Hot line agent level 1** Customer telephone and e-mail support, providing of information and activation of services.

### DURSAT, Ing Milan Ďurica

- **2003-2009** franchised shop of the **Orange Slovakia a.s.**  
Selling products, creating of contracts. Solving customer problems with services and setting up their devices.

### Pantha rhei,

- **2002-2003 Shop assistant in a book store**  
Contact with customers, book selling, work at a cash register.

## EDUCATION:

**1998-2002 High school of building and surveying in Trnava** with graduation.

## PRSONAL QUALITIES AND SKILL

Client communication over phone and e-mail

MS Office

Assertivity

Conflict resolution

sales

Drivers licence: B

Problem solving

## LANGUAGES

Slovak



English



## HOBBIES:

History, fishing, nature protection.

Volunteering. I was leading some projects for example A Christmas tree for children from an orphanage (in building of Orange Slovakia a.s.) or various historical-social projects for village Horné Zelenice. (<https://pamatnatabulavajaj.weebly.com>)