





Farkas Endre

Transaction Process Analyst @ Accenture
Timișoara, 37 years, Male

endre.farkas@yahoo.com 
+40 735 112 578 

PROFESSIONAL EXPERIENCE

Accenture in Timișoara, Romania

Transaction Process Analyst

March, 2022 - Present | 11 months

- Oversight of custody produced in hubs ensuring a consistent high quality
 - Liaison and co-ordination with Transition Managers / legacy investment managers where relevant
 - Ensure all confirmations are drafted, dispatched and executed in accordance with procedures, Standing Orders and regulatory guidelines
 - Ensure procedures are adequate to comply with applicable regulatory & audit requirements internal risk management policies
 - Prepare client reports OIS, Board and KPIs
 - Submit the CBI custodian reporting
 - Manage and provide "Middle Office" support of the trading-only portfolio
 - Provide transaction support for the portfolio including submitting requests for trading lines, cash management related facilities, and management of excesses
- Responsible for monitoring of the additional termination events included in the underlying agreements
- Provide analysis of financial reporting, with specific responsibility for early detection of deteriorating financial and/or credit conditions of a borrower
-

SYKES ENTERPRISES EASTERN EUROPE (Cluj-Napoca) in Timișoara, Romania

Former Customer Information Specialist

December, 2019 - October, 2021 | 1 year 10 months

- Promptly responding to customer queries via email, live chat, video, phone, and social media channels.
 - Immediately escalating serious complaints or issues.
 - Liaising with colleagues or managers to find the best solutions to customers' issues.
 - Identifying common problems and escalating them to management, along with possible suggestions for improvement, wherever possible.
 - Maintaining a polite, helpful, and professional manner at all times.
 - Obtaining and sharing customer feedback with colleagues and other departments so that products and services can be improved.
 - Familiarizing with new products and services as they are introduced.
 - Attending workshops and meetings as required.
 - Providing training to new customer service agents.
 - Respecting client confidentiality at all time
-

Bosch Service Solutions in Timișoara, Romania

Accounts Payable

May, 2014 - August, 2017 | 3 years 3 months

- Keeping track of all payments and expenditures, including payroll, purchase orders, invoices, statements, etc.
- Reconciling processed work by verifying entries and comparing system reports to balances
- Maintaining historical records
- Paying employees by verifying expense reports and preparing pay checks
- Paying vendors by scheduling pay checks and ensuring payment is received for outstanding credit; generally responding to all vendor enquiries regarding finance
- Preparing analyses of accounts and producing monthly reports
- Continuing to improve the payment process

Fer-Vill Romania in Timișoara, Romania

Shop assistant and cashier

April, 2009 - May, 2014 | 5 years 1 month

- Serving customers in a polite, friendly helpful manner
- Writing down customer orders if necessary
- Operating an electronic cash register and Pdq machine
- Changing till roll and pdq roll, when needed.
- Implementing Shop policies and procedures
- Re-stock shelves implementing a stock rotation system.
- Keep serving counter area clean and tidy at all times.
- Attend shop staff meetings
- Vacuum shop floor
- Help keep store-room tidy
- Check stock delivery details, ensuring correct stock has been delivered, price up and put stock on shelves in stock room.
- Break down cardboard and remove to alley in line with current system.
- Use book stock database on computer to search for customer book enquiries.
- To assist the shop manager in stock-taking as required.

Isolet Romania SRL in Timișoara, Romania

Assistant Manager

March, 2009 - December, 2009 | 9 months

- screening telephone calls, enquiries and requests, and handling them when appropriate;
- welcoming and looking after visitors;
- organising and maintaining diaries and making appointments;
- dealing with incoming email, faxes and post;
- dealing with correspondence and writing letters, and taking dictation and minutes;
- producing documents, briefing papers, reports and presentations;
- carrying out background research and presenting findings into subjects the manager is dealing with;
- organising and attending meetings, and ensuring the manager is well-prepared for meetings;
- liaising with clients, suppliers and other staff;
- standing in for the manager and making decisions and delegating work to others in their absence;
- devising and maintaining office systems to deal efficiently with paper flow;
- organising and storing paperwork, documents and computer-based information;
- arranging travel and accommodation and, occasionally, travelling with the manager to take notes or dictation at meetings, or to provide general assistance during presentations
- carrying out specific projects and research;
- responsibility for accounts and budgets;
- taking on some of the manager's responsibilities and working more closely with management;
- being involved in the decision-making process.
- the reason i left, is that the company closed.

Bosch Communication Center in Timișoara, Romania

Call assistant

June, 2007 - April, 2009 | 1 year 10 months

- Enter new contact names, address, and emails from information request, open house guest books and other sources in our database. Make address corrections as they are received in Top Producer, Oracle or other databases.
 - Respond to phone requests for information about your services by sending standardized packages of information.
 - Follow up on marketing materials with phone calls to make sure that customers received the letters and see if they are a current prospect for us to contact.
 - Respond to phone requests for information about your services by sending standardized packages of information
-

Austrian Airlines in Timișoara, Romania

Sales assistant

May, 2006 - October, 2006 | 5 months

- Greeting customers and offering assistance
 - Recommending products or merchandise to help customers
 - Answering questions and addressing concerns
 - Informing customers about sales, promotions and policies
 - Demonstrating how products work
 - Taking payments for purchases and packaging purchases
 - Stocking merchandise and creating displays
-

Casa Leone in Timișoara, Romania

Receptionist

October, 2004 - October, 2005 | 1 year

- Welcome guests and greet them cheerfully, offer them seats and drinks.
 - Answer phone calls.
 - Guide guests about general location of rooms and various blocks in the building.
 - Inform visiting guests about availability of rooms.
 - Greet customers and answer their queries.
 - Maintain records of guests and visitors coming in and going out of the hotel.
-

ABOUT ME

A Data Entry position where skills in spreadsheet development and troubleshooting can improve efficiency and enhance profitability

SELF-INTERVIEW



How do you continue to educate yourself?

Informing my self as much as I can

What makes you feel grateful?

The recognition for my work

JOB TYPE PREFERENCES

Location		Time & Pay	
On company premises	✓	Full-time employment	✓
Field work & Business Trips	✓		

EDUCATION

Facultate - Tibiscus Relatii Economice Internationale | Timisoara

2004 - 2008 | 4 years

High School / Vocational School

Liceu / Școală profesională - Liceu Teoretic "Bartok Bela" Economic - Contabil | Timisoara

1992 - 2004 | 12 years

SKILLS

cooperate with colleagues	perform multiple tasks at the same time	financial products	communicate with customers		
interact verbally in English	computer skills	work in an organised manner	characteristics of products	customer service	
monitor financial accounts	manage payroll reports	use different communication channels	database	sales activities	
public relations	maintain customer service	statistics	economics	meet deadlines	accounting entries
teamwork principles	stock market	team player	customer relationship management	Hungarian	logistics
show diplomacy	use microsoft office	communication principles			

SPOKEN LANGUAGES

Hungarian	native
English	advanced
Romanian	advanced
German	medium

OTHER SKILLS

I have a driving licence ✓