

# CURRICULUM VITAE



## PERSONAL INFORMATION

### Ing. Richard Knirsch

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Email richard.knirsch@gmail.com  
Date of birth May 27, 1986

## EDUCATION

Organisation **The University of Economics, Bratislava. Faculty of Commerce**  
Address Dolnozemska cesta 1, SK-852 35 Bratislava  
Dates September 2004 – May 2009

Organisation **Grammar school of F. G. Lorca (GCE examination)**  
Address Hronska 3, SK-821 06 Bratislava  
Dates September 1996 – May 2004

## CERTIFICATES

Certificate **CAPM (Certified associate to project management) / PMI**  
Dates November 2015 – November 2020

Certificate **CCNA (Cisco Certified Network Associate) / CISCO**  
Dates May 2015 – June 2018

Certificate **State exam – General + Interpreting – German**  
Dates 2007

Certificate **State exam – General – English**  
Dates 2010



## WORK EXPERIENCE

**AT&T career** *September 2009 – continues*



Occupation held **Manager – Engineering team (10-15 people)**  
Main activities and responsibilities Managerial responsibilities - managing workload, preparing statistics and productivity reports, leading people, arranging and leading meetings, self-development (education, soft and hard skills), understanding global processes and company systems, cascading relevant information and company ideas to the employees.

Dates September 2013 – continues *by AT&T GNS, Slovakia*

Occupation held **Team Lead – ANIRA Network**  
Main activities and responsibilities Additionally to the responsibilities described for “ANIRA Network SIM”: gate-keeping and monitoring of incoming and outgoing orders, informational focus point for both the team members and internal & external customers, providing trainings for new and existing team members, primary point of escalations, representing the team.

Dates April 2012 – August 2013 *by AT&T GNS, Slovakia*

Occupation held Main activities and responsibilities Dates	<p><b>ANIRA Network SIM</b> Project management starting at checking the customer's technical networking requirements on the call, establishing and configuring the PVC's, providing appropriate training for the customer, solving troubles and cooperating with the sales, billing and other departments. February 2011 – March 2012 <i>by</i> AT&amp;T GNS, Slovakia June 2010 – February 2011 <i>by</i> Luger&amp;Maklér Temps, s.r.o.</p>
Occupation held Main activities and responsibilities Dates	<p><b>Remote Access Services Specialist</b> Enablement, deleting and checking of the costumers' requests regarding RAS accounts, configuration and adjustment of the services. September 2009 – June 2010 AT&amp;T, <i>employed by:</i> Luger&amp;Maklér Temps, s.r.o.</p>
<b>February 2012</b>	<p><b>Projects accomplished</b></p> <p><b>A completely customized MS Outlook System</b> A complete work assignment / workflow / process solution for the team in MS Outlook 2010, including customized task forms, automatized emails announcing the project statuses or new project assignments; based on VBA macros. This enhancement led to a better project assignment overview, and thus higher productivity of all team members. Moreover, it made the statistics and reporting easier and user friendly</p>
<b>Throughout 2014</b>	<p><b>Area Development Program</b> Implementation of the Area Development program into the team, including the system utilization check tool, effective communication principles, skillset definition, etc. based on regular one-to-one sessions and evaluation. The goal of this project is to improve the productivity and email communication of the team as well as to build up a stronger and confidence-based manager-to-employee relationship.</p>
<b>Throughout 2015</b>	<p><b>Automation Anywhere - automation project</b> Creating complex modular scripts within the Automation Anywhere software for repeatable mundane activities of team members.</p>
Occupation held Main activities and responsibilities Dates Employer	<p><b>Telesales consultant (part-time)</b> Analyzing the quality of the operators' outgoing calls, communicating selling techniques, creating call scripts. May 2008 – June 2009 Europe Calling, a.s. Bojnicka 10, SK-812 37 Bratislava</p>
Occupation held Main activities and responsibilities Dates Employer	<p><b>Reservation agent for SkyEurope (part-time)</b> Making reservations of flight tickets for the German and English clients of SkyEurope Airlines. Providing information about flights and conditions per phone and email. Assisting clients per telephone. Invoicing, making refunds. February 2007 – April 2008 Competence Call Center Kalinciakova 31, SK-831 04 Bratislava</p>

Occupation held	<b>Bellboy, Hotel Marrol's **** (part-time)</b>
Main activities and responsibilities	Helping fulfil hotel guests' wishes, assisting the reception, communication with clients/guests in English and German.
Dates	September 2004 – December 2006
Employer	Senetus, s.r.o. Tobrucka 4, SK-811 01 Bratislava
Occupation held	<b>Interpreter / Translator (occasionally)</b>
Main activities and responsibilities	Making translations from and to Slovak and German in the building industry branch, occasionally interpreting at Congresses and partner meetings (German, Slovak).
Dates	2004 – 2010
Employer	OZ STAVBA SR Vajnorska 1, SK-815 70 Bratislava

<b>LANGUAGE SKILLS</b>	
Slovak	<b>Mother tongue</b>
German	<b>C2 - Proficient user, expert</b> General state exam of German language (June 2007) Specialized state exam of German language – Interpreting (June 2008)
English	<b>C1 – Independent user, advanced</b> General state exam of English language (January 2010) Business English (Univ. of Econ. in Bratislava, May 2005)
Spanish	<b>B1 – Intermediate</b>
<b>COMPUTER SKILLS</b>	
<b>Networking</b>	Cisco Certified Network Associate
<b>Microsoft Office</b>	Word, Excel, PowerPoint, Outlook – expert, even Visual Basic and scripting
<b>PHP, MYSQL, HTML</b>	Basic knowledge of web technologies
<b>OTHER SKILLS</b>	
Driving license	Type B
Skills	Managing and organisational skills, communicative (positive communication, speaking to influence others), empathetic, team player and leader, quick learner, loyal, analytical, quick adaptable
Interests	Music, jogging, art-painting, travelling, foreign languages.
<b>OTHER INFORMATION</b>	
LinkedIn profile	<a href="http://sk.linkedin.com/in/knirsch">sk.linkedin.com/in/knirsch</a>
Certificates & other materials download	<a href="http://www.knirsch.sk/cv/">www.knirsch.sk/cv/</a>