

Oliver Koncz

Address: Cubao, Quezon City, Metro Manila
LinkedIn: <https://www.linkedin.com/in/oliverkoncz/>
Telephone: +63-936-993-7925
Email: rosik@rocketmail.com

Languages

English – fluent
German - fluent
Computer literate (have work-from-home office) – MS Teams, Zendesk, other call center applications

Ability to Work/Work Visa

Germany/Europe - citizen
Canada - citizen
Philippines – 13a Immigrant by Marriage Visa (permanent work visa)

Experience

Marketing and sales. Customer Experience.
My strengths are communication and motivation, and identifying challenges and working with the team on solutions to resolve them.
I view things from a customer-perspective and excel in helping customers understand the product/service.
Preparing presentations and presenting, as well as preparing trainings and training (train the trainers), have been a main part of my job responsibilities.

Work History

2021-present
Customer Service Agent – German and English
Pasay, Metro Manila, Philippines
ENTAIN
Products: Gambling in Regulated Markets
Responsibilities: 7 different labels, 3 Jurisdictions, Support by chat, email and phone
Awards: Top Customer Service Agent – February 2022

2016-2020
Consultant
Online
BetterMarketing.Group
Products: Marketing Materials, Presentation Audits, Cryptocurrencies

2013-2015

Director

Panama City, Panama

PanamaPartner.com

Products: Car Sales, Real Estate Sales

2011-2013

Manager

Sliema, Malta

Ronar Corporation

Products: Online Sweepstakes and Gaming

2005-2011

Vice President, Business Development

Toronto, Canada

Global Wealth Trade Corp.

Products: Designer Fashion House – Luxury Goods

Community Involvement

Chairman of Fundraising Committee - Rotary Club

Governmental Affairs Committee - Board of Trade

Chairman of Election-readiness Committee - Electoral Riding Association

Education

Bachelor of Business Administration, Management

University of New Brunswick, Canada

Bachelor of Science in Mechanical Engineering, Diploma equivalent

University of New Brunswick, Canada

Well-Rounded

I am well-read and well-traveled, and love sports (CSIA licensed instructor and racing coach, dance instructor, and licensed scuba diver).

Married, with grown children.

References are available upon request.