

Hello,

my name is Diana Laszloova and I am a professional with a passion for communication and leadership. I have strong communication skills, which allow me to connect effectively with people from different backgrounds and with varying levels of expertise.

I'm proactive and independent; open communication and mutual trust are relevant for me. With my coaching leadership style I'm trying to inspire others and encourage them to personal development. I strongly believe that employee engagement leads to customer satisfaction.

My creative thinking and planning abilities allow me to find innovative solutions to complex challenges. I am known for my structured way of working, which helps me stay organized and focused on achieving my goals.

Overall, I am a dedicated and results-driven professional who is passionate about helping people and organizations achieve their full potential.



## CONTACT

+421 915 441 873  
+36 30 27 47 177

diana.laszloova@gmail.com

www.linkedin.com/in/  
diana-laszloova

## EDUCATION

2023

**Ongoing: Project Management  
Digital Marketing**

2022

**Marketing Strategy  
Market Research and Consumer Behaviour**  
IE Business School

2017

**Leadership trainings  
Lean management  
Business English**

2011

**Marketing communication**  
Faculty of Arts, Constantine the Philosopher  
University in Nitra – master degree

2010

**div. Graphic design**  
(Adobe Illustrator, Photoshop, InDesign,  
Corel Draw, PRO100, Google Sketchup)

2006

**Economics and Accounting**  
Commercial College  
Veľký Meder

## SKILLS

coaching leadership style  
good communication skills  
creative thinking  
planning  
structured way of working  
networking  
proactive  
organization  
desire to learn new things  
analytical thinking  
emotional intelligence

## LANGUAGES

Hungarian (native speaker)

Slovak (very good)

German (very good)

English (very good)

## COMPUTER SKILLS

Ms Word (PP, Word, Excel) Lotus Notes / MS Outlook  
SAP (on key user level) Sharepoint, Yammer  
Adobe (Ps, In, Ai) PRO 100, Google Sketchup  
AI - ChatGPT, Midjourney Wordpress

### CAREER PATH

#### Company: **WACKER NEUSON, s. r. o.**

##### Business Process Manager

[2023 May - present]

- Optimizing and streamlining processes, creating actionable reports, driving human resources initiatives, and contributing to the overall marketing strategy.
- Involvement in strategic decision-making and the day-to-day management of our company.
- Analyzing all parts of the business to optimize processes
- Seeking new solutions to improve processes, reduce work time, and enhance individual operations' efficiency

#### Company: **SCHINDLER ESKALÁTORÝ, s. r. o.**

##### Customer Care and Communications Manager

[2020 - 2021]

- Supervising a team of 15 customer care coworkers responsible for managing and executing orders, packaging, and delivering spare parts primarily to the European market, with some cases to the USA and Asia.
- Monitoring and resolving customer inquiries, implementing strategies to improve **the customer experience and satisfaction**.
- Successfully improved KPIs including NPS and on-time delivery for new and existing installations.
- Achieved a 20-point increase in NPS within one year. OTD has **significantly improved** and exceed the target.
- Leading a cross-functional team responsible for **internal and external communications**.

##### Executive Coordinator and Communication Resp.

[2018 - 2020]

- Provided **proactive support** to the CEO regarding strategic activities. **Involvement in strategic decisions**, rough planning, budget preparation, and organization development. Prepared reports, analyses, and presentations on strategic topics.
- **Worked on own projects**, held presentations on respective topics such as process optimization and business development. Organized workshops, facilitated focus group interviews, and initiated an **Employer Branding project**.
- Led internal and external communication activities in the region, including managing communication plans and executing marketing initiatives.

##### Production Control Manager

[2014-2018]

- **Monitored and controlled production processes** to ensure high-quality products were produced on time and with the best possible efficiency.
- Identified bottlenecks in production, managed capacity planning, and missing parts, and worked on **optimizations to improve overall production efficiency**.
- Implemented a **capacity planning tool**

- Managed and planned department activities and reported on production-related KPIs, including on-time delivery (OTD), produced units, efficiency, productivity, and actual time recording.
- Served as a **key user for SAP Production**, conducting gap analyses, assessing solutions, implementation, conducting user acceptance testing, and providing end-user training.

##### Project management - Business process owner

[2011 - 2012]

- Defined, implemented, and coordinated the Missing Parts Management process
- Objectively measured KPIs and **prepared root-cause analyses**, action plans, statistics, and training materials for users.
- **Created process flowcharts, work instructions**, and presentations to ensure the smooth execution of the Missing Parts Management process.

##### Official technical administrator

[2006 - 2011]

- **Organized deliveries** of escalators and moving walks, including coordinating with clients and managing correspondence in German and English.
- Handled administrative tasks, as **order processing, invoicing**, and preparation of analyses and statistics.
- Ensured efficient and accurate processing of orders and maintained a high level of customer satisfaction.

##### PRIVATE ENTREPRENEURSHIP

since 2009

- Marketing, Event organization, Graphic Design

### WORK EXPERIENCE

- Project management and facilitation, focus group interviews.
- Organization development and management.
- Data analysis (Capacity planning tool, Production dashboard, div. reports)
- Employer Branding - communication activities to engage employees and attract new talents.
- Event organization - workshops, conferences, exhibition.
- Internal and external communication (intranet, newsletter, company magazin, PR articles)
- Leadership - coaching style, mentoring.
- Key user in SAP transition.
- Budgeting, rough planning, target setting
- Possessed experience in lean management, logistical processes, and benchmark management.