



# BALATONI ANNA

*Motto: „Quality means doing something well even noone see it." Henry Ford*

## CONTACT

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## PROFESSIONAL EXPERIENCE

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**2007 – 30.06.2016**      **OTP Travel**, Head of Inbound Department

- manage the inbound activity of OTP Travel, organise events (e.g. UEFA, FIFA OTP, Sanofi, Grundfoss, Agrochemie, Diabetes symposium, Taekwan-do Cup etc.)
- educate, motivate and control the staff of inbound department
- regularly report on results
- keep up with new trends, follow the demands of the market

**2003 – 2007**                      **CEU (Central European University)**  
Sales Manager, Front Office Manager

- develop contacts with Hungarian and foreign travel agencies, tour operators, corporate clients
- promote the CEU Residence with different means of marketing: exhibiting on travel fairs, direct mail campaign, call by phone and personally visit potential clients
- increase online sales (booking.com, HRS etc.)

**1999 – 2003**                      **OTP Travel**, Sales Manager

- organization of inbound activity of OTP Travel – leisure & MICE
- contracting with customers and suppliers, manage and develop the contacts
- organization of events e.g. teambuilding tours, trainings, workshops, incentive tours

**1998 – 1999**                      **Hunguest Travel**, Sales Manager

- promote the company abroad, build new contacts and increase the sales
- organization of complete touristic services for groups and individual travellers
- keep contacts with customers and suppliers

**1982 – 1998**                      **EXPRESS Travel Bureau**

1987 – 1998                      Sales Manager  
1982 – 1984                      Correspondent

- communication with international youth organizations, constructing procedure control, translation, correspondence
- organization of complete touristic services for groups and individual travellers
- representation of the company at business events, exhibitions
- keep contacts with customers and suppliers and build new contacts

## EDUCATION

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1992 -1994	<b>Business School for Trading, Catering and Tourism</b> <b>Diploma:</b> Economist in Tourism
1983	National Exam in Foreign Goods Trading, accredited by the <b>Ministry for Foreign Trade</b>
1979 – 1982	<b>College for Foreign Trade</b> , Faculty of Communication in Foreign Languages, Department for Russian and English (Currently Budapest Business School, Faculty of International Management and Business) <b>Diploma:</b> Foreign Language Correspondent
1975 – 1979	<b>ELTE Apáczai Csere János Secondary Grammar School</b>

## LANGUAGE SKILLS

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<b>Hungarian</b>	native
<b>English</b>	intermediate English language exam (1982) written and spoken English, active knowledge
<b>Russian</b>	advanced Russian language exam (1982) passive knowledge

## FURTHER SKILLS

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Active user of computer (MS Office)

Driving licence of category B

## PERSONAL SKILLS AND INTEREST

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Good organizing and problem-solving skills, precise, good team player, open minded.

Leisure activities: reading, movies, theatre, travelling, take excursions and meet with friends.