

YELIZ OBERGFELL

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Nationality

Swiss

PROFESSIONAL EXPERIENCE

Customer Consulting and Support – Employee (40%)

2019 – Present

SkillFront GmbH, Wollerau

SkillFront is a globally recognized training platform. Comprehensive consulting and support for customers with individual solutions tailored to their needs. Active recommendation and sale of suitable products and services. Ensuring smooth processes in customer service and administration. Training and supervising new team members as a practical instructor. Additionally, I participate in planning, further development, and design of products and services.

Deputy Team Leader and Customer Advisor

2012 – 2019

Coop Depositenkasse, Sihlcity Zurich

Advised clients on account management and payment transactions. Responsible for opening, managing, and maintaining accounts, as well as advising on investments. Managed foreign currency exchange at the counter, verified daily revenue, and handled administrative back-office tasks.

Customer Advisor

2008 – 2010

Migros Bank AG, Limmatplatz Zurich

Provided customer advisory for all basic banking products and account openings. Managed cash operations, ATMs, foreign currency and precious metals transactions, and coordinated cashier operations.

Reception Assistant (Headquarters)

2007 – 2008

Zurich Insurance, Mythenquai Zurich

Welcomed and communicated with international clients, handled organizational tasks, and managed phone operations.

Call Center Agent (During Studies)

2002 – 2003

JEH Telco and Marketing, Mannheim

Worked part-time while studying Business Administration, acquiring customers for a new Internet provider and answering inquiries. Top-performing call center agent in sales statistics.

EDUCATION

Higher Business Diploma

2005 – 2007

Commercial School Oerlikon (HSO), Zurich

Completed leadership preparatory course and graduated with the Higher Business Diploma. Thesis: Origin and Development of Migros Abroad. Courses attended: Marketing, Business Administration, Economics, Civil and Commercial Law, Accounting, Organizational Theory, Human Resources, Project Management, Rhetoric, etc. Grade: 5.3 / 6.0

Business Administration Studies

1999 – 2002

University of Mannheim, Faculty of Business Administration

High School

1988 – 1996

Science-oriented Gymnasium, St. Georgen

CORE COMPETENCIES

Communication: Excellent verbal and written communication, presentations.

Self-Management: Strong organizational and time management skills.

Other Strengths: Goal-oriented, team player, stress-resistant, flexible.

Personal Qualities: Quick learner, independent, reliable, motivated, enjoys working with people.

COMPUTER SKILLS

Microsoft Office Suite: Word, Excel, PowerPoint, Access, Visio

Banking Software: Finnova, IBIS

LANGUAGES

German: Native language

English: Good verbal and written command