

Curriculum Vitae

Elisabeth Pollak

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07.07.1966 / Vienna
Nationality: Austria
In a partnership, 2 kids 23/21 years
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Professional Career

- 2007 - 2016 **Personnel consultant**
itworks – Personalservice und Beratung GmbH, Vienna
Team leader deputy 2008 – 2010
- Organization, administration, acquisition, recruiting, consultation, employment contracts
 - Individual and group coaching
 - Application preparation, motivation and feedback interviews
 - Personal customer support, in house and in the field
- 2004 - 2005 **Office and project coordination** (part time)
Mag. Erich Fries, freelance sculptor and graphic designer, Vienna
- 2001 - 2003 **Central administration** – *Almdudler, Vienna*
- Customer care management
 - Advertising media account and budget management
- 1999 - 2000 **Technical procurement** – *Austrian Airlines, Schwechat/Vienna*
- Office administration, planning, order management
 - Goods inward inspection, materials scheduling
- 1993 - 1997 **Restorations for protection of historical monuments** (part time)
Mag. Erich Fries, freelance sculptor and graphic designer, Vienna
- Restoration of public historical sculptures and stucco works in Austria
 - Office administration
 - Maternity leave
- 1989 - 1993 **Ceramist** – *Mag. Harro Berger, Ceramic Workshop, Vienna*
- Procurement, production, customer care
 - Sales (workshop, shop, exhibitions)

Further Education/Qualifications

- 2008 **Gender und Diversity** – *Come! Business Consultancy, Vienna*
- Depression und Suicidal Tendency** – *Alliance against Depression, Vienna*
- Types and progression, symptoms, long-term effects, treatment interventions, reasons and approach
- Recruiting – Successful personnel selection** – *BFI, Vienna*
- Questioning techniques, methods, job interview, job adds analysis, job adds, profile of requirements, selection, Labour law
- 2006 **Education as personnel consultant** – *ppc-Training, Vienna*
- Recruiting, customer support, communication and motivational interviewing, fundamentals in business administration and Labour law, motivation and leadership, application training, fundamentals of psychology, conflict management, selection
- 2004 **ECDL, Communication und application training** – *Wifi, Vienna*
- Interview guidelines and conversation techniques, personality training
- 1998 **Modern office technology and telecommunication** – *Aqua, Vienna*
Internship: Austrian animal welfare association „*Vier Pfoten*“, Vienna
- Administration, customer care management
- 1998 **Further education Office Management, Communication, IT**
Scriptura, Vienna
- 1997 **Training for professional reorientation**, *Wifi, Vienna*

Education

- 1986 - 1989 Apprenticeship Ceramist - *Harro Berger, Vienna*
Vocational school for Artists and Arts & Crafts - Vienna
- 1973 - 1985 Private primary school and grammar school (AHS) with public status,
R. Steiner, Vienna

Knowledge and Skills

German:	Native
English:	Average
ECDL	European Computer Driving License, PERLE Software
Driver's License	Full clean European License

Personal Interests

Activities with friends/family, Sports, Art, Culture, Film, Travelling, Health/Fitness/Nutrition