Matus Durkac

📱 +421.903.621.972 ✉ matus.durkac@att.com

PROFILE

Dynamic and results-driven professional with proven leadership skills and a track record of adapting to change and overcoming obstacles. Skilled at adjusting strategies to achieve goals and drive success.

"The pessimist complains about the wind. The optimist expects it to change. The leader adjusts the sails." (John Maxwell)

PROFESSIONAL EXPERIENCE

📅 02/2024 – PRESENT
Member Board of Directors
AmCham Slovakia
- Serving as a Board Member and 3rd Vice President of the American Chamber of Commerce in Slovakia

📅 08/2019 – PRESENT
📍 KOSICE & BRATISLAVA, SLOVAKIA
Director - Technical Support Centers
AT&T Global Network Services Slovakia
- Led the International Consumer Broadband Technical Support Centers in Kosice and Bratislava, Slovakia, overseeing a team of 700 employees across multiple operations and support functions
- Developed and implemented process improvement strategies to exceed customer service expectations
- Managed workforce availability within budget constraints to achieve monthly objectives and maximize revenue
- Spearheaded initiatives to foster employee engagement and collaboration within the Tech Support center.

📅 11/2017 – 07/2019
📍 KOSICE, BRATISLAVA & BRNO, SLOVAKIA & CZECHIA
Area Manager, Technical Care
AT&T Global Network Services Slovakia

📅 06/2016 – 10/2017 📍 KOSICE & BRATISLAVA, SLOVAKIA
Area Manager, Customer care
AT&T Global Network Services Slovakia

📅 05/2015 – 06/2016 📍 KOSICE, SLOVAKIA
Manager, Customer care
AT&T Global Network Services Slovakia

PROFESSIONAL EXPERIENCE

📅 06/2013 – 04/2015 📍 BRATISLAVA, SLOVAKIA
LCM Shared Services – LifeCycle Engineer
AT&T Global Network Services Slovakia

📅 12/2010 – 05/2013 📍 BRATISLAVA, SLOVAKIA
NDM Network Implementation Engineer
Hewlett-Packard Slovakia

📅 10/2009 – 11/2010 📍 KOSICE, SLOVAKIA
MRS Systems Engineer
AT&T Global Network Services Slovakia

📅 07/2008 – 10/2009 📍 KOSICE, SLOVAKIA
MRS DTAC Engineer
AT&T Global Network Services Slovakia

EDUCATION

📅 2004 – 2009 📍 KOSICE, SLOVAKIA
Information Technology | Master of Science
Technical University in Kosice
- Successfully completed CCNA1-CCNA4 courses at NetAcad

CONTINUOUS EDUCATION & CERTIFICATIONS

Graduate of RISE
AT&T Management Development Program

Alumni of IT industry certifications
CCNA, CCDA, CCNP, CCIP, CCDP; EXIN ITIL® V3 Foundation

VOLUNTEERING AND OTHER ACTIVITIES

AT&T Kosice Shared Services Center
Serving as a center manager

Junior Achievement Slovakia
Serving as a mentor for students under Junior Achievement & AT&T partnership

Computer Networks Laboratory (cnl.sk)
External Member