

Daniel Laký

CUSTOMER SUPPORT | OPERATIONS | SALES SUPPORT | DIGITAL PROJECTS

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Explore my interactive portfolio and full project overview online. View my LinkedIn profile for additional professional information.

PROFESSIONAL SUMMARY

Adaptable and commercially minded professional with experience in customer-facing retail, international production, and independent digital projects. Comfortable working in fast-paced environments, communicating across cultures, solving practical problems, and taking ownership of tasks. Seeking a remote role in customer support, sales support, operations, e-commerce, or digital coordination while continuing to build strong business and technology skills.

PROFESSIONAL EXPERIENCE

Production Employee | OTTO Work Force B.V.

Netherlands | July 2026 - Present

- Work reliably in a high-volume international production environment while meeting quality, safety and productivity requirements.
- Follow detailed procedures, adapt to changing shifts and responsibilities, and maintain dependable execution under time pressure.
- Cooperate with colleagues from different cultural and language backgrounds.

Sales Assistant | Foot Locker

Prague, Czechia | October 2025 - June 2026

- Assisted customers with product selection, sizing and purchasing decisions using clear, customer-focused communication.
- Supported sales through product knowledge and helped with stock, merchandising, order questions and daily store operations.
- Worked effectively during busy periods in an international retail environment.

SELECTED DIGITAL PROJECTS

Growthstack - active development: A developing service concept focused on professional websites, clear digital presentation and practical growth systems for small businesses.

Klinepilot - early-stage development: An early-stage digital product being developed through user research, feature planning, interface concepts and AI-assisted implementation.

Emotecture Studio - active development: Explores clothing, visual identity and emotionally driven design through gothic, architectural and cybersigil-influenced concepts.

EDUCATION

Prague University of Economics and Business (VŠE) - Business and economics studies, 2025 - 2026. Relevant areas: economics, management, marketing, law, mathematics and information technology.

Secondary Vocational School of Gastronomy and Hotel Services, Slovakia - Hotel Academy, 2020 - 2025. Relevant areas: hospitality, customer service, tourism, business communication, practical operations and gastronomy.

SKILLS, TOOLS AND LANGUAGES

Customer and commercial: Customer service, sales support, product communication, written communication, customer needs analysis and e-commerce support.

Operations: Task coordination, process adherence, task follow-up, practical problem-solving, time management, quality awareness and cross-cultural teamwork.

Digital and workflow: Google Workspace, Microsoft Office, Canva, GitHub, digital content, basic analytics, website project coordination, AI-assisted research, prompt design and process documentation.

Languages: Slovak - native; Czech - professional working proficiency; English - professional working proficiency.