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04.07.1992



EXPERIENCE

Customer Care Specialist

Next Gen Retail Services

11/2024 - Present Athens, Greece

- Being responsible for supporting customers by managing complaints, resolving technical issues, and ensuring the progression of orders.
- Monitoring the status of loans, providing timely updates, and delivering effective solutions.
- Consistently enhancing efficiency and maintaining a high level of customer satisfaction.

Blogger

<http://digydinamo.gr>

2024 - Present

- Blogging in my site digydinamo.gr
- Writing articles about Marketing & Trends, Business & Society and Creative Writing.

Sales Consultant

FlexCar

04/2024 - 10/2024 Athens

- Utilize leads from prospective clients.
- Follow the entire sales funnel including product information, sending offers, making follow-ups, and closing deals.
- Create customer satisfaction through active listening.
- Provide problem-solving options to clients' needs regarding FlexCar's car leasing services.

Operations Assistant

BMW Group, Athens Financial Services

04/2022 - 04/2023 Athens

- Providing customer support by processing financial loans disbursement.
- Collaborating with dealers and the internal departments of BMW (accounting, sales and customer support) for addressing and solving customer inquiries.

Sales Coordinator SME

Lease Plan Hellas

06/2021 - 03/2022 Athens

- Responsible for coordinating sales and orders for 3 sales representatives.
- Providing client sales support through the sales process.
- Monitoring client sales process from customer's requests to the timely car delivery.

SUMMARY

I am an enthusiastic, multitasking and hard-working person with a professional background in sales, account management, customer support and operations. A highly adaptable, well organized and customer-focused individual with the ability to work independently or within a team. Bringing passion and creativity, I am self-motivated and dedicated to work in every professional environment.

SKILLS

CRM (Customer Relationship Management)

HubSpot Salesforce SAP

Customer Service and Sales

Customer Satisfaction

Account Management Sales Reporting

Customer Loyalty

Operations and Marketing

PPC Advertising SEO

Content Marketing

Performance Reporting

Social Media Marketing Chat-GPT

Operations Process

Operations Systems

COURSES

Social Media Marketing, Certificate, Knowcrunch, E-learning

Digital Marketing Diploma, Collegelink

Digital Copywriter, National and Kapodistrian University of Athens

EXPERIENCE

SME Sales Account Executive

LeasePlan Hellas

📅 04/2019 - 06/2021 📍 Athens

- Provide account management for existing customers for client retention and achieve sales agreements to create new customers via the sales process.
- Create customer quotations and conduct follow-ups to develop strong customer relationships.
- Manage daily inbound leads and client requests regarding car leasing services.

B2B & B2C Telesales Advisor

Dixons South East Europe

📅 01/2018 - 04/2019 📍 Athens

- Handling daily inbound customer calls.
- Using cross and upselling products, services and additional guarantee of Dixon-Kotsovolos to close sales and place the orders.

E-shop Order Processor

Dixons South East Europe

📅 10/2017 - 01/2018 📍 Athens

- Processing the online customers' orders using the company's ERP system.
- Coordinating the distribution of products from the warehouse and stores to customers.

Business Administrative

Siemens, Department of Digital Factory

📅 11/2014 - 02/2017 📍 Athens

- Processing B2B customer purchase orders in SAP on a daily basis for the effective shipment of materials and spare parts from the suppliers' warehouse to the stores.
- Calculating and estimating labour cost for customer support based on the working hours provided by the technical customer service team.

EDUCATION

MSc in Marketing Management

University of Derby

📅 01/2016 - 01/2018 📍 Athens

Bachelor's Degree in Business Administration

University of West Attica

📅 11/2010 - 11/2015 📍 Athens

LANGUAGES

English

Advanced



Greek

Native



INTERESTS

Reading

Theater-Cinema-Series

Fitness & Gym Workouts

Creative Writing