

# Antonios Rusman - Resume

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Nationality: Dutch

Date of Birth: 24/11/2005

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## Profile

I am a motivated and responsible individual with a strong sense of professionalism and adaptability. My background includes customer-facing roles and technical monitoring, enabling me to work effectively in retail environments. I bring experience in customer service, team collaboration, and store operations, and I'm committed to supporting a positive, high-performing retail environment through strong communication, reliability, and a solutions-focused mindset.

## Employment History

### Sales Associate – Public Group A.E., Glyfada

January 2024 – Present

- Assist customers in selecting products based on their needs and preferences.
- Maintain strong relationships with customers to encourage repeat visits and purchases.
- Collaborate with team members to ensure the store environment is organized, clean, and welcoming.
- Demonstrate excellent communication skills in interactions with customers and coworkers.

### Security Guard – MPC Private Security, Athens

July 2023 – January 2024

### Neurological Centers (Night Shifts)

- Conducted night shifts at multiple neurological centers, ensuring equipment functionality and patient safety.

- Regularly inspected medical equipment to ensure proper operation.
- Maintained perimeter security and monitored for suspicious activity.

### **Public AE Retail Stores (Morning, Midday & Night Shifts)**

- Ensured the safety of customers, staff, and merchandise in various retail locations.
- Monitored store entrances/exits to prevent theft and unauthorized access.
- Handled conflict situations professionally to de-escalate tensions and maintain a safe shopping environment.
- Collaborated with store staff to report suspicious behavior and enforce company policies.

## **Education**

### **Web Developer / Designer – IEK Delta 360, Athens**

November 2024 – June 2026 (Expected)

- Focus on web technologies, UI/UX design, and front-end / back-end development tools.

### **Vehicle Engineer – 1o EPAL Nikaia, Nikaia**

September 2020 – May 2023

- Vocational High School Degree. Grade: 16.3
- Vocational High School Diploma. Grade: 15.5

## **Skills**

### **Retail Operations & Leadership**

- Customer Service
- Team Leadership & Delegation
- Training & Onboarding
- Time Management & Multitasking
- Problem Solving

### **Technical Skills**

- SAP (Basic Knowledge)
- Microsoft 365
- HTML & CSS, JavaScript, Python, Node.js
- IT Knowledge

## Languages

- Greek (Native)
- English (Fluent)
- Dutch (Fluent)

## Hobbies

Cycling, Programming, Travel, Reading Books, Music