



## SKILLS



- Google Analytics
- Jira
- Microsoft Power BI
- Wrike
- BugHerd
- SQL/MySQL
- Figma
- Time Management and Prioritization
- User-Centric Approach

## PROJECTS

- Driving Forces and Market Dynamics: A Study of Online Food Delivery Companies

## LANGUAGE

- City & Guilds / Certificate of Competency in English English / C2 – Jun 2022
- University of Michigan / Certificate of Competency in English / B2 – Jun 2014

## ACCOMPLISHMENTS

- Regeneration Finalist 2023/ 17th General Cycle Tech and Business Soft Skills Program

## CERTIFICATIONS

- Digital Product Management: Modern Fundamentals/University of Virginia
  - Product Management: An Introduction/IBM
  - Advanced Google Analytics/Google
- Agile Project Management/Google
- Foundations of Digital Marketing and Ecommerce/Google
  - Foundations of Project Management/Google

## EXPERIENCE

### Digital Product Development Business Analyst | Aegean Airlines

April 2024 – Present | Athens, Attiki, GR

**Products:** Wi-Fi onboard, Aegean Airlines Chatbot, Shop in the Clouds, Aegean Gift Card

- Collecting quantitative product data and metrics through market research
- Suggest product enhancements to improve user experience.
- Gathering product requirements and aligning them with business goals.
- Assist in the implementation of the roadmap, supporting the development of new products and services.
- Troubleshoot, effectively communicate technical issues and findings to various stakeholders and resolve these issues across internal teams and vendors daily - Monitor digital services.
- Create test scenarios and expected results for regression, functionality, and stress testing, maintaining accurate and repeatable test documents.
- Always participate in the user acceptance testing (UAT) period and, when necessary, in quality assurance (QA).

### Junior CRM Administrator | Carnegie Consultants

Feb 2023 – Mar 2024 | Athens, Attiki, GR

- Support senior team members in generating reports and analysing data for decision-making purposes.
- Contribute to the development and implementation of CRM strategies to improve customer engagement and retention.

### Associate Project Manager | Ministry of Foreign Affairs of the Hellenic Republic

Feb 2021 – Mar 2021 | Athens, Attiki, GR

- Assist in organizing project schedules, meetings, and appointments
- Maintain project documentation, including meeting minutes, progress reports, and action items.

### Associate Project Manager | The Konstantinos Karamanlis Institute for Democracy

Mar 2020 – May 2020 | Athens, Attiki, GR

- Assist in preparing grant proposals, including gathering necessary documentation and provide administrative support, such as scheduling meetings and appointments.

## EDUCATION

### National & Kapodistrian University of Athens

#### Master of Science – MSc, Business Administration, Analytics and Information Systems

Period: 2022-2024 | GPA: 7

**Master Thesis:** The Role of the Product Manager in the OTT Media Services Industry and the Impact of Hybrid Agile Philosophy on it.

### University of the Peloponnese

#### Bachelor of Arts – BA, Political Science and International Relations

2017-2021 | GPA: 7.8