

# ELENA SOTERIOU

## DETAILS

### ADDRESS

Olgas 13  
Nicosia, 2304  
Cyprus

### PHONE

+357 96365771

### EMAIL

elena-kii15@hotmail.com

### DATE / PLACE OF BIRTH

23/08/1994  
Nicosia

### DRIVING LICENSE

Yes

### NATIONALITY

Cypriot

## SKILLS

Fast Learner

Computer Skills

Microsoft Office

Adaptability

General Management

Problem Solving Skills

Multitasking Skills

Strong Analytical Skills

Excellent Communication  
Skills

Punctual

Customer Service Skills

## LANGUAGES

Greek, Modern-Native

English-Fluent

## PROFILE

Hardworking University student seeking employment. Excellent time management skills combined with a superior knowledge of the customer service industry. Bilingual, hardworking, and ready to join my next team. Proven ability to establish and maintain excellent communication and relationships with customers. Dedicated to identifying customer needs and delivering effective solutions to all problems. Committed to utilizing my skills to further the mission of a company.

## EMPLOYMENT HISTORY

### Cashier, LIDL

Nicosia

Dec 2015 — Jun 2016

- Handled all merchandise with care and packed customer bags neatly.
- Adhered to all safety rules and guidelines.
- Worked to ensure a positive and hassle-free customer experience.
- Brought forth excellent customer service skills and a commitment to customer satisfaction.

### Customer Support, IKEA

Nicosia

Mar 2018 — Oct 2018

- Worked to achieve high customer satisfaction rates by providing optimal customer service and creative tattoo work.
- Helped to increase customer return rates by providing excellent customer service at all times.
- Worked with Customer Service and Product Development departments to enhance overall customer experience.

### Shop Handler , Pet People

Nicosia

May 2020 — Aug 2021

- Ordered accurate amount of supplies to ensure shop inventory was where it needed to be.
- Worked as a positive and hardworking team member in the shop.
- Ensured proper delivery times for all events and coordinated travel for deliveries.
- Assisted delivery drivers with loading packages onto trucks.
- Worked as a positive and hardworking team member in the shop.

## EDUCATION

### 17, Apostolos Varnavas Lyceum

Nicosia

Sep 2009 — Jun 2012

### Foundation of Science, University of New South Wales

Cardiff

Sep 2013 — Jun 2013

### Computer Science, European University

Nicosia

Sep 2021 — Present