Michaela Proios

CONTACT ME

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EDUCATION

Media and Communication Studies
Palacký University
2009 - 2011

BS in Czech philology with a focus on editorial work in the media
Palacký University
2006 - 2009

SKILLS

English	C1 proficiency
German	B2 proficiency
HTML/CSS	
Javasript	
CRM	
Mentoring	

WORK EXPERIENCE

SumUp l Berlin   2020 - 2021
Quality Assurance Specialist

Evaluation of the quality of customer service - emails and phone calls. Consultation of results with team managers and subsequent proposals for solutions to improve the quality of customer service. Providing feedback and motivation to team members. Maintaining knowledge of new processes and products, preparing trainings for potential knowledge gaps in the team. Mentoring for all newcomers - training, feedback and evaluation.

IT Customer Support Agent   2019 - 2020

Worked as Technical support agent for merchants in English, Czech and Slovak language. Cooperating with other departments to improve the user-friendliness and usability of the website and application for our merchants.
Proofreading of translations of the SumUp website, application and marketing materials.

Vermont l Prague   2016 - 2018
Senior Visual merchandiser

Worked as a Senior Visual Merchandiser mainly for stores in Czechia, occasionally in Slovakia and Hungary; Responsible for store windows and interiors of fifteen stores selling following brands – Gant, Barbour and Nautica.
Cooperated with marketing team on special events, advertising campaigns, and company website content; Responsible for new store openings.

Swarowski l Prague   2015 - 2016
Deputy Manager

Responsible for visual merchandising of the whole store; Motivated, scheduled and trained team members on daily basis; Cooperated with HR on recruitment of sales consultants. Sales; Responsible for analysis and evaluation of reports and KPIs; Handled sales returns. Presented Swarovski brand on special events

PROFESSIONAL DEVELOPMENT

Full Stack Web Development Course   08/2022 - now
Career Foundry l Berlin

Gaining knowledge in HTML, CSS, Sass, JS, jQuery, Bootstrap and more

Orientation Course   06/2022
Digital Career Institute l Berlin

Basics in Digital Marketing and HTML/CSS coding

German Language Course B1 and B2   2021 - 2022
Institut für Internationale Kommunikation e.V. l Berlin

Obtained B2 TELC certificate