

# Nikolaos Topalis

Katerini, Greece | (+30) 6976742485 | nikos\_topalis@hotmail.com | nikostop.github.io/Portfolio/

## PROFILE

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Experienced web developer - designer with 2+ years of expertise in WordPress, Webflow, and responsive UI/UX design. Ability to deliver high-performing e-commerce websites. Skilled in Figma, Photoshop, HTML, CSS, and JavaScript, with strong communication skills honed through customer-facing roles.

## EDUCATION

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### Technical Educational University Of Thessaly

*Bachelor's in Business Administration, specialized in Management & Marketing.*

*Thesis: Management of Human Resources in Small and Medium-Sized Businesses (Grade: 7,5/10).*

**Larissa**

*Graduation Date: Jun 2021*

*Graduation Date:  
Date*

### 3rd General High-School

*High-School Certificate (Apolyterion)*

**Katerini**

*Graduation Date: Jun 2013*

## WORK EXPERIENCE

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Perfumist (by Jardin d' Essences)

**Katerini**

### *E-commerce Specialist*

*Dec 2022 - Dec 2023*

- Optimized website content and structure, achieving a 100% improvement in SEO performance.
- Optimized product listings with compelling descriptions and photography, boosting sales by 15%.
- Managed inventory with 100% accuracy using automated stock tracking tools.
- Captured and professionally edited product photos for online listing, achieving an 80% increase in visual appeal.
- Organized and fulfilled customer online orders, improving satisfaction levels by 70%.
- Created and executed targeted social media campaigns, growing followers by 70%.

National Bank of Greece

**Katerini**

### *Customer Service & Management of Bank's Archive*

*Oct 2019 - Jun 2020*

- Processed 50+ customer requests daily, maintaining a 98% satisfaction rate.
- Digitized and organized over 1,000 documents, improving retrieval time by 80%.

Mediterranean Village Hotel 5\*

**Katerini**

### *Reception & Customer Service*

*Sep 2018 - Oct 2018*

- Completed one month of intensive training and successfully contributed to reception and customer service operations at a 5-star luxury hotel, enhancing guest satisfaction by 100%

## SKILLS & INTERESTS

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**Web Development:** HTML, CSS, JavaScript, WordPress, Webflow

**Design Tools:** Figma, Photoshop

**Marketing Tools:** Google Analytics, SEO Optimization, Social Media Management

**Languages:** Greek (Native), English (C2)

**Soft Skills:** Teamwork, Communication, Problem-Solving, Critical Thinking, Multitasking

## CONTACT INFORMATION

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**Portfolio:** <https://nikostop.github.io/Portfolio/>

**WordPress:** <https://nikostopalis.wordpress.com>

**LinkedIn:** <https://linkedin.com/in/nikolaos-topalis>

## ADDITIONAL EXPERIENCE

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Completed mandatory military service in the Hellenic Special Forces (Nov 2017 – Jul 2018).