

Nikolaos Topalis

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PROFILE

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

Technical Educational University Of Thessaly

Larissa

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

Graduation Date: Jun 2021

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

3rd General High-School

Katerini

High-School Certificate (Apolyterion)

Graduation Date: Jun 2013

WORK EXPERIENCE

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 2016 - Oct 2018

- Worked and successfully contributed to reception and customer service operations at a 5-star luxury hotel, enhancing guest satisfaction by 100%

SKILLS & INTERESTS

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

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

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

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

ADDITIONAL EXPERIENCE

Completed mandatory military service in the Hellenic Special Forces.