

Internship in Event & Operations Management in Sports Internship in Event & Operations Management in Sports Event & Operations Management in Sports New York, NY Work Experience Internship in Event & Operations Management in Sports Contemporary Services Corporation - New York, NY May 2018 to September 2018 Collaborate with event managers to plan logistics for events such as the 2018 U.S. Open, Volunteer at Madison Square Garden Big 10 Conference Men's Basketball Tournament - New York, NY February 2018 to March 2018 Responsible for escorting band and cheer members around the venue Monitor items from non-tournament sponsors Responsible for escorting band and cheer members around the venue Monitor items from non-tournament sponsors and made sure they were handled with properly Schedule security staff NYC Marathon, NYCFC, Philadelphia Union 2018 to 2018 for weekly and monthly events & potential employees for interviews Maintain and organize employee records and files, such payroll, calendars and personal information through the WISH Database IT Analyst GlaxoSmithKline - Barcelona, ES August 2014 to November 2016 for GlaxoSmithKline, Novartis users Provide IT support to 3000 new Novartis users due to merger Resolve major IT issues with Scandinavian countries, UK, Ireland, Greece & Cyprus Resolve issues for users using designated remote access tool Customer and Accommodation Service Executive Booking.com - Barcelona, ES April 2013 to November 2013 Recruit and train newly hired employees providing feedback to the managers Achieve high levels of customer satisfaction Assist to open new office in Barcelona, Spain Increase customer's loyalty Customer and Accommodation Service Executive Booking.com - Amsterdam, NL July 2011 to March 2013 Resolve customer complaints by identifying problems and taking corrective actions Increase customer's loyalty Demonstrate professional manners when interfacing with customers and hotels worldwide Participated in training sessions for new hires providing experience and feedback to the managers Internship- Political analysis of Chilean election system Faculty of Political and Social Sciences - Santiago, CL May 2009 to July 2009 Education Master's in Sport Management in Sport Management St John's University - New York, NY September 2017 to May 2019 Master's in Latin American Studies in Latin American Studies Leiden University - Leiden, NL February 2009 to January 2010 Bachelor's in International & European

Studies in International & European Studies Panteion University of Social & Political Sciences -  
Athens, GR September 2002 to July 2007 Links <https://www.linkedin.com/in/nikolaoskatris>

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