

Teneketzi Anthony

PERSONAL INFORMATION

Address : Jessnerstrasse 14, Friedrichshain 10247, Berlin, Germany
Date of birth : 16 October 1986
Marital status: Single
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Mobile : + 49 15124457195, +491628455356
Nationality : Greek

EDUCATIONAL BACKGROUND

Spiced Academy Bootcamp in Full Stack Web Developing June 2022-August 2022
Degree in Full Stack Web Developing

Alpine Center, the Hospitality & Tourism Management Oct 2016- Oct 2017
Department of City Unity College, Greece

Swiss Alpine Diploma in Hospitality and Tourism Management

I.E.K. Delta, Athens Greece Oct 2011- May 2013

Hotel Services and Supply Expert Degree with certification in Tourism Management

Technological Institute of Athens Oct 2004 –Dec 2010

Biomedical Engineering Degree

PROFESSIONAL EXPERIENCE

Service Staff in Laggner Gruppe Food and Drinks in Tegel and Brandenburg Airport Berlin
From July 2019 until June 2021

Basic Job Requirements:

- Welcoming customers , informing about specials or new items , answering questions and accepting orders and payments
- Preparing coffees and meals for the customers
- Cleaning and restocking work and dining areas, emptying trash and sanitizing equipment and utensils

Bartender in El Greco Café Berlin from February 2019 until November 2019

Basic Job Requirements:

- Welcoming the guests and taking orders
- Preparing and serving cocktails, drinks and a variety of coffees
- Billing
- Helping in weekly inventory of drinks

Front Office Manager in Mediterranean White Resort in Santorini From April 2018 until October 2018

Basic job requirements:

- Ensure that front desk is fully equipped with all necessary stationery and material (e.g. pens, forms and informative leaflets)
- Train, supervise and support office staff, scheduling also the reception shifts
- Ensure timely and accurate customer service
- Handle complaints, specific customer requests and resolve any possible issues that may took place
- Troubleshoot emergencies
- Monitor all the transactions that they took place in the reception in daily basis
- Ensure proper mail distribution and answer to quest's requests or complaints when it was necessary
- Prepare and monitor office budget
- Work as a front office Agent to ensure proper function of the whole Front Office

Front Office Agent in Imperial Med Resort and Spa Santorini Greece From May 2017 until October 2017

Basic job requirements:

- Welcoming the guests and informing them about the hotel's facilities and all the activities of the island of Santorini
- Reservation management
- Dealing with customer needs
- Informing all the other hotel departments about any possible guest issues

Front Office Agent and Assistant Manager in iSuites Santorini Greece from June 2017 until October 2017

Basic job requirements:

- Reservation management and room allocation
- Responding e-mail and handle any possible reservation issue (property information , changes in the dates of the reservation , reservation charges , preauthorizations and refunds)
- Dealing with customer needs and requests
- Supervise the whole property for any possible issues(either guest or staff issues)

Front Office Agent in Santorini Secret Suites and Spa , Santorini
March 2017 to May 2017

From

Basic job requirements:

- Completing check in and check out procedures when guests arrive and leave
- Preparing bills and making payments
- Dealing with special requests from guests (like booking restaurants or any other activities)
- Dealing with complaints or problems of the guests

Receptionist in Glyfada Hotel, Glyfada Athens

From July 2012 to October 2016

Basic job requirements:

- Reservation management
- Arrivals and Departures of the guests
- Billing
- Dealing with customer needs and requests

Bartender in Reloaded Club, Acropolis Athens

From August 2011 to May 2012

Basic Job Requirements:

- Welcoming the guests and taking orders
- Preparing and serving cocktails and drinks
- Dealing with customer needs and requests
- Helping in weekly inventory of drinks

Medical Equipment Operation in Getremed Ltd medical supplies, Mets Athens From January 2009 to December 2009

Basic Job Requirements:

- Monitoring medical equipment operation during surgeries
- Dealing with doctor's needs and request during surgical procedure
- Troubleshooting of medical equipment

Barista in Eat it coffee take away company, Kolonaki Athens From March 2006 to September 2006

Basic Job requirements:

- Preparing and selling all types of coffees and beverages
- Billing
- Keep equipment operating by following operating instructions, troubleshooting breakdowns, maintaining supplies, performing preventive maintenance, calling for repairs.
- Maintain safe and healthy work environment by following organization standards and sanitation regulations.

LANGUAGE SKILLS

Greek	Native Speaker
Italian	Upper-Intermediate Level (B2)
English	Upper-Intermediate level (B2)
German	Intermediate Knowledge (B1)

COMPUTER SKILLS

- ECDL Computer Standard Certificate September 1998
- Microsoft Word, Excel, PowerPoint, Windows, Access, Internet Explorer & Outlook
- Protel Hotel software , Perseus Hotel Software , Blue Byte Hotel Software
- Excellent use of Internet , social media , extranet systems of Reservation platforms (such as booking.com and expedia.com) and Reservations management systems (such as Siteminder) .

CODING KNOWLERGE

- HTML
- CSS
- Javascript
- Handlebars
- Node JS
- React
- PSQL

ADDITIONAL INFORMATION

- Driving license: Car, Bike(125cc) May 2006

Interests: Computer Hardware, Coding ,Travelling, Music, Reading, Theater