**Constantine Korniliou**

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**Personal Details:**

* Date Of Birth: 23-10-1981
* Nationality: British/Greek
* Marital Status: Single

**Skills & Personal Profile:**

Highly motivated, outgoing and energetic individual with excellent communication skills and the ability to work as part of a team or on own initiative. Always give a 100%. Have developed a mature approach to any job undertaken. Strong at prioritising and organising work that has to be completed within a time frame. Also a good listener and a fast learner, adaptable to new workplaces and methods. Calm, honest and level headed in any situation that may arise.

**Education:**

* 1999-2002: **Bolton University**: **BA (Hons) Human Resource Management**

Subjects included: Services Marketing, Marketing Practices, Employee Relations, Employee Development, Strategic Human resource Management, Contemporary Management Issues, Organisational Behaviour, Strategic Marketing, Employment Law.

* 1996-1999: **3rd High School Of Petroupoli**, **Athens-Greece**

Subjects successfully obtained, equivalent to A Level, Maths, History, Political sciences, Essay Writing, Sociology and English Language.

**Other Qualifications:**

* 2013: TESOL (Teaching English To Students Of Other Languages - Paused)
* 2007: Successfully obtained Teaching License from the Greek Ministry of Education.
* 1998: Cambridge Certificate of Proficiency in English Language.
* 1997: Advanced Level of English as a Foreign Language.
* 1995: Cambridge First Certificate In English Language

**Work Experience:**

**Marathonbet.com**

* **September 2015 till February 2016: Gaming Promotions Coordinator-CRM (temp.)**
  + - Managing the monthly promotions calendar for casino and other gaming products
    - Coordination of the whole promotions lifecycle from creation to execution
    - Assisting with the execution and development of the gaming marketing strategy
    - Assisting with the development and management of the loyalty program
    - Creation with CRM team of player retention and communication lifecycle
    - Developing the cross-selling strategy
    - Working closely with the Analytics Team to analyse the outcome of campaigns and derive valuable conclusions
    - Co-ordination of gaming social media campaigns and offers published
    - Performing other daily tasks and special projects to support the localised and global casino strategy
    - Optimising the CS department communication templates

**Agoda.com (8 months):**

* **January 2015 till August 2015: Online Affiliate Manager**
  + - Creation of new automated Affiliate Communication Life-cycle
    - Design brief of mailer and newsletter layout
    - Content writing
    - Creation of Acquisition strategy
    - Optimisation of affiliate website & program(frontend/backend)
    - Updating affiliate CS email communications
    - Coaching affiliate CS team
    - Maintaining and optimising existing affiliate performance & exposure
    - Building strong affiliate partnerships
    - Analysing affiliate performance
    - Researching and acquiring new affiliates
    - Negotiating and completing deals
    - Meeting ROI expectancy

**Leojackpot.com (6 months):**

* June 2014 till December 2014: **Head Of Affiliates**
  + - Creation of affiliate website
    - Creation of Reward Plan
    - Creation of media (banners, landing pages and so on)
    - Creation of communication processes and procedures
    - Creation of mail life-cycle and newsletter
    - Monitoring and optimising affiliate campaigns
    - Ensuring maximum exposure is received
    - Researching and acquiring new affiliates
    - Negotiating and completing deals
    - Maintaining existing affiliates
    - Preparing PR and content
    - Responsible for social media
    - Meeting ROI expectancy

**Betatcasino.com (2 years & 5 months):**

* December 2012 till December 2013: **Acquisition & Affiliates Manager**
* Monitoring and optimising affiliate campaigns
* Ensuring maximum exposure is received
* Pulling and analysing affiliate data
* Negotiating and completing deals with affiliates
* Researching and acquiring new affiliates
* Preparing PR and content
* Structuring and populating the monthly affiliate newsletter
* Participating in affiliate forums
* Responsible for Social Media
* Control of budgets and the allocation of them
* Meeting ROI expectancy
* Ensuring payments have been made on time
* Liaising with various departments for the creation of marketing tools and promotions
* Creation of new bonus packages and promotions for new players in cooperation with the CRM manager, such as the "welcome package", the "KYC" bonus and many more.
* Creation of exclusive affiliate promotions and offers, in cooperation with the CRM manager, such as **Winagram**, **Bigwinheroes**, **ThePogg Footie Tournament**, & **Big Wins = Bigger Wins** and many more.
* Creation for retention purposes of "the player journey" in conjunction with the CRM manager, via email marketing.
* Maintaining affiliate program website
* Interviewed for the GPWA Times Magazine: <http://www.gpwatimes.org/issue24/#68>
* July 2012 – December 2012: **Affiliate Manager**
* Monitoring and optimising affiliate campaigns
* Ensuring maximum exposure is received
* Pulling and analysing affiliate data
* Researching and acquiring new affiliates
* Structuring and populating the monthly affiliate newsletter
* Preparing PR and content
* Responsible for Social Media
* Daily communication with affiliates, informing them of the latest promotions and offers
* Dealing with any queries affiliates might have
* Participating in forums
* March 2012 – July 2012: **Affiliate Executive**
* Researching and acquiring new affiliates
* Ensuring affiliates display the latest offers and promotions
* Dealing with any affiliate queries
* August 2011-March 2012: **Customer Experience Manager**
* Start-up Company
* Created customer support manuals and put in place structures and procedures
* Created templates and all necessary tools for a customer support members
* Provided training and coaching to the customer support department
* Responsible for the effective and efficient support towards English speaking customers as well as towards Greek speaking customers
* Liaising with the various departments in regards to matters concerning our customers, from gaming issues to accounting issues

**888.com (9 months)**

* October 2010-June 2011: **Member Support Representative**
* Responsible in offering support towards English speaking members in the fields of poker and casino as well as towards our Greek speaking members
* Duties involve providing support and first time resolutions over the telephone, via email and through live chat
* Liaising with various departments such as the fraud, transactions and promotions department in regards to matters concerning the members from gaming issues to accounting issues

**Betshop.com (1 year & 5 months):**

* December 2009-August2010: **Greek/Cypriot Offline Affiliate Manager**
* Responsible for the agents and web-affiliates
* Being in direct contact and assisting the agents and web-affiliates with any issues that may arise, from accounting/payment issues to how to place a bet
* In communication with the accounting department create weekly reports for the agents and web-affiliates as well as other Betshop departments
* Dealing as well with acquiring new agents and web-affiliates, promoting the company and negotiating commission structures
* April 2009-December2009: **Bi-lingual Customer Service Consultant**
* Assisting customers on how to use the company products and services
* Assisting with connection and technical issues
* Handling customer requests either by telephone, email or live chat and informing customers about games, games rules and promotions

**StanleyBet.com (2 years):**

* February 2007-January2009: **Bi-lingual Administrator**
* Offering support towards Betting Shop owners that are based in Greece and Cyprus
* Duties involved administration work, such as creating in excel sheets the shops weekly takings and outgoings and communicating that to the accounts department
* Setting up and installing via direct link the necessary software’s and services
* Providing support over the phone towards the software the shops use in order to place bets, get the weekly betting program and any other queries the customers have
* Connecting directly to their computers through specific software and solving various problems directly

**Grosvenor Casinos (1 year & 1 month):**

* January 2006-February 2007: **Croupier**
* Trained successfully and obtained the UK croupier license
* Duties included cash handling
* Managing different kinds of games efficiently and effectively according to procedure
* Ensuring that the customers enjoyed themselves.

**Athens Olympic Games:**

* Summer 2004: **Information Booth (Volunteer)**

Working an Information booth, dealing with tourist enquires face to face and on the telephone.

**Kalymons Taverna & De’Niros Restaurant ( 2 years & 7 months):**

* March 2003-October 2005: **Restaurant Manager**
* Stock and budget control
* Taking bookings
* Greeting the customers
* Co-ordinating the seating plan
* Responsible for bills and receipts
* Training and ensuring the staff are performing their duties competently and provide a good customer service
* Allocating the rota
* Putting orders for bar and kitchen stock

**Additional Skills:**

* Competent knowledge of a wide range of Computer applications and efficient keyboard skills.
* Fluent (native) in English and Greek.
* Excellent mathematical skills.
* Enjoy sports, music, travel, technology and reading.