



# CHRISTOS CHATZICHARALAMPOUS

## SUPPORT SPECIALIST

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[cchatzi.github.io/me](https://cchatzi.github.io/me)  
Zejtun Road 6, Tarxien - TXN2474 Malta

### SOFT SKILLS

- Patience
- Empathy
- Strong communication and interpersonal skills
- Goal-oriented focus
- Team player
- Proactivity and diligence
- Motivated and dedicated
- Willingness to learn

### LANGUAGE SKILLS

- Greek - Native
- German - C2
- English - C1

### OTHER SKILLS

I have a good understanding of HTML & CSS and a basic knowledge of Javascript, jQuery, and Python. Worked with Salesforce, Freshdesk, Encore, and tools like Slack, Zoom, Hangouts, Skype, and office suits (Microsoft, Google)

### EDUCATION

#### RWTH Aachen, Germany

##### *Doctor der Ingenieurwissenschaften (Dr.-Ing.)*

Investigation and characterization of membrane materials of the use in Pre-Combustion Processes

PhD Defense Presentation: Neuartige elektrochemische Speicher auf Lithium-Ionenbasis

#### University of Ioannina, Greece

##### *Master of Science (M.Sc.)*

Preparation and characterization of Lithium Zirconate for Carbon Dioxide Capture at Elevated Temperatures

### EMPLOYMENT HISTORY

#### Customer Support Specialist (EN) - Freelancer

LearnWorlds, Cyprus - Remote | 11/2019 - 05/2020

- Work with customers by phone, chat and email to solve urgent technical issues with the platform
- Providing general information about LearnWorlds, as well as available features and how to insights.
- Making UI changes using CSS & HTML
- Investigating bugs & technical issues, then working with our Dev Team to get them fixed

#### Fraud Investigator (EN & DE)

The Stars Group, Malta | 03/2018 - 05/2019

- Validate and verify player related documentation to comply with the Group's licensing requirements in various locations
- Preventing financial loss as a result of identifying fraudulent behavior
- Verification of withdrawals and processing of real money transfers
- Maintaining procedures and processes that drive the identification of high risk transactions

#### Customer Support Agent (DE)

Tipico, Malta | 05/2017 - 02/2018

- Providing assistance to internal and external customers via all available channels (email, phone and live chat)
- Assisting the fraud department with fraud checks and processes.
- Keeping up to date with promotions, competitions and special offers

Teleperformance, Greece | 03/2014 - 01/2016

- Handling customer requests in the DACH region, via Phone, Email and Chat for Symantec Products
- Issuing purchases and refunds as per customers requests
- Assisting users with installation issues either via phone instructions or remote connections (LogMeIn).
- Connecting remotely to users devices to resolve software errors, malicious toolbar removal and collecting log files

#### Scientific Researcher

Forschungszentrum Jülich GmbH | 06/2012 - 05/2013