Georgios Chatzis

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Detail-oriented and creative postgraduate student in Marketing & Communication with a bachelor's degree in Digital Systems. Passionate about new technologies, digital marketing and data analysis with Python.

EDUCATION

M.Sc in Marketing & Communication, 2020
Athens University of Economics & Business
School of Business

Specialization in International Marketing | English program

Relevant courses: Web & Marketing analytics, Marketing Research, Business Strategy, Digital Marketing & Social media

B.Sc in Digital Systems, 2018
University of Piraeus
School of Information & Communication Technologies

Specialization in e-Services

Relevant courses: Linear Algebra, Discrete Mathematics, Probability Theory, Statistics, Data Warehousing & Data Mining, Database Design, Artificial Intelligence

WORK EXPERIENCE

IT Help Desk Support Technician
Air Force General Hospital Computer Center

12/2018-08/2019

- Provided premium customer service with a full range of technical troubleshooting services for their networks and workstations as well as remote troubleshooting and assistance
- Troubleshot software, hardware, and network failures related to PC and printer operation
- Identifying, analyzing, and resolving technical problems in a professional manner by providing guidance to hospital staff on various software, tools, and applications
- Resolved on average, 200 computer related issues a week by using excellent troubleshooting skills

IT SKILLS

Languages

SQL | Python 3 | HTML5 | CSS3

Software

Microsoft Excel | IBM SPSS | Tableau

SOFT SKILLS

Analytical Thinking | Problem solving | Collaboration & Teamwork | Time management | Detail-oriented

PROJECTS

Utilization of big data using sentiment analysis to identify key aspects of customer service experience in the low budget airline industry *(pending)*
Master thesis

Customer review comments in the TripAdvisor platform will be collected using web scraping techniques. Data cleaning, preprocessing and aspect based sentiment analysis will be made with Python libraries. Finally, Tableau will be used to visualize the results of the analysis.

The impact of plastic money on consumer purchase patterns in Greece
Master course assignment

A marketing research where quantitative and qualitative data was collected via questionnaires, cleaned and pre-processed with IBM SPSS software. Linear regression (simple and multiple) and Logistic regression were used as statistical techniques to interpret and analyze data.

Product Promoter
Creace S.A Marketing & Advertising Services Agency

05/2016 - 11/2018

- Promoted Diageo's Hellas portfolio products in various events (Athens Fine Drinking, Athens Bar Show, Athinorama Awards)
- Presented information to consumers by using a designated marketing strategic plan
- Created an atmosphere of interest and expectation
- Proven creative talent which ensured promotional events and activities were executed properly and effectively

INTERESTS

Gym| Martial Arts | Pool | Hiking | Swimming | Motorbike Riding | Theater/Cinema | Travelling | Wine Tasting (WSPC Level 1 Certificate)

CERTIFICATIONS

- The 365 Data Science Program (Several courses)
- Google Analytics Individual Qualification issued by Google
- The Fundamentals of Digital Marketing issued by Google
- Google Ads Search Certification issued by Google

LANGUAGES

Greek: Native speaker

English: IELTS University of Cambridge (Score 8.0)