



# IRAKLIS TSANACHTSIDIS

## CUSTOMER SERVICE

 [linkedin.com/in/iraklis-tsanachtsidis-a67500232](https://www.linkedin.com/in/iraklis-tsanachtsidis-a67500232)

 [iraklistsanachtsidis@gmail.com](mailto:iraklistsanachtsidis@gmail.com)

 +1 437 436 6900

 M2H 1Z6 North York, ON

### RELEVANT SKILLS

- Quality Customer Service
- Efficient Multi-tasking
- Problem solving
- Great communication
- In depth Hands-on experience with Pegasus (Amadeus System)

### LANGUAGE

- English ★★★★★
- Greek ★★★★★
- German ★★
- Russian ★★★
- Georgian ★★★★★

### WORK EXPERIENCE



#### **Customer Service Agent** **British Airways**

*July 2020 to November 2022, in Germany*

- *Proven ability to provide excellent customer service in busy environments.*
- *Maintained 100% positive feedback rating from passengers by providing them exceptional client-centered service*
- *Ability to adapt to customers' needs and match them with the right solutions.*

### EDUCATION



#### **Institution: Seneca School of** **Software Design & Data Science**

Ontario College Diploma  
Computer Programming  
January 2023 - Currently

### ACHIEVEMENTS



#### **Agent of the Month**

Agent of the month for exceptional customer service and fast problem solving