



DIMITRIOS KAPETANAKIS



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Larnaca, Cyprus

EDUCATION

- **Fundamentals of Digital Marketing** – Google
- **Social Media Management** – Meta Online, London
- **SIA Door Supervisor** – Barnet & Southgate College, London
- **SIA CCTV Operator** – City of Westminster College, London
- **Music Business Foundations** – Berklee Online
- **Viral Marketing & Contagious Content** – University of Pennsylvania
- **ETCAL Level 1 Award in Personal Resilience & Perseverance** – ETA, London
- **First Aid at Work** – Barnet & Southgate College, London

Experiences

- Oct 2023 – Present
Foundever/Klarna | Larnaca, Cyprus
Credit Disputes Agent, Complaints Investigator
 - Investigate and resolve credit disputes for UK and NL customers, ensuring compliance with financial regulations.
 - Manage complaints effectively, providing detailed case analysis and resolutions.
 - Handle GDPR data protection requests with confidentiality and accuracy.
 - Utilize Freshdesk, Jira, Marqeta, and Slack to track and process cases efficiently.
 - Collaborate with compliance and product teams to enhance dispute resolution processes.
- Aug 2005 – Present
Self-Employed | Greece, UK
Singer-Songwriter & Music Producer
 - Write, produce, and perform music across multiple genres, achieving significant online and live audience engagement.
 - Manage music distribution, social media marketing, and branding to grow a global fan base.
 - Collaborate with international artists and producers on various music projects.
 - Coordinate live performances, studio recordings, and promotional events.
 - Negotiate contracts with record labels, promoters, and streaming platforms.
- Jan 2020 – Present
GreekBeat Radio | London, UK
Radio Producer
 - Develop and produce engaging radio content, including guest interviews and live discussions.
 - Research and script music and entertainment news segments.
 - Manage live broadcasts, ensuring smooth technical operation and audience engagement.
 - Coordinate with artists and industry professionals for exclusive interviews and promotions.
 - Implement creative strategies to increase listenership and brand recognition.
- Apr 2021 – Oct 2021
MILL Limited | Mykonos, Greece
Assistant Manager
 - Supervised daily operations, ensuring smooth workflow and excellent customer service.
 - Trained and managed staff to improve service standards and productivity.
 - Handled cash and credit transactions, ensuring accuracy in financial reports.

KEY ACHIEVEMENTS

- Successfully resolved **300+ credit disputes** per month while ensuring compliance with GDPR and KYC regulations.
- Produced and released **10+ original songs**, gaining **100K+ streams** across platforms.
- Managed a team of **10+ employees** in a high-paced retail and hospitality environment.
- Increased radio show listenership by **30%** through innovative content and marketing strategies.

SKILLS

- Customer Service & Dispute Resolution
- Fintech & Compliance (KYC, GDPR)
- Sales & Business Development
- Back Office Operations
- Digital Marketing & Social Media Management
- CRM & Case Management Tools (Freshdesk, Jira, Marqeta, Slack)
- Team Leadership & Staff Training

LANGUAGE

English – Native

Greek – Native

- Resolved customer complaints and implemented solutions to enhance guest satisfaction.
- Assisted in inventory management and stock control to maintain operational efficiency.

○ Aug 2019 – Feb 2020
Urban Kings Gym | London, UK
Front Office Receptionist

- Managed front desk operations, handling check-ins, memberships, and customer inquiries.
- Processed payments and maintained accurate financial records.
- Provided exceptional customer service, addressing client concerns and feedback.
- Scheduled appointments and coordinated with trainers for client bookings.
- Assisted with administrative duties, including document management and email correspondence.

○ Apr 2018 – Oct 2018
MILL Limited | Mykonos, Greece
Supervisor

- Led and motivated a team to deliver high-quality customer service.
- Managed staff schedules, ensuring adequate coverage during peak hours.
- Assisted in hiring and training new employees to align with company standards.
- Handled customer complaints and implemented service improvements.
- Ensured compliance with health and safety regulations.

○ May 2017 – Dec 2017
GANT | Thessaloniki, Greece
Sales Consultant

- Assisted customers with product selection, styling, and purchases.
- Maintained a deep knowledge of products to provide expert recommendations.
- Processed transactions and maintained accurate sales records.
- Met and exceeded monthly sales targets through proactive engagement.
- Assisted in visual merchandising to enhance store presentation and product appeal.

○ Mar 2015 – Feb 2016
Hobo Style Code | Thessaloniki, Greece
Owner – Online Clothing Store

- Managed an e-commerce business, overseeing sales, marketing, and customer service.
- Negotiated with suppliers to source quality products at competitive prices.
- Developed and implemented social media marketing campaigns to drive sales.
- Handled order processing, shipping coordination, and customer inquiries.
- Monitored market trends to adjust inventory and promotional strategies.

○ Dec 2013 – Jan 2016
Nota Recording Studio | Thessaloniki, Greece
Manager – Recording Studio

- Oversaw daily studio operations, including scheduling and client management.
- Managed equipment maintenance and procurement to ensure high-quality recordings.
- Supervised recording sessions, providing creative and technical input.
- Handled financial management, including budgeting and invoicing.
- Developed marketing strategies to attract new artists and expand the studio's client base.

○ Jan 2004 – Jan 2016
Kedros Agrotourism | Thessaloniki, Greece
Owner – Agrotourism Business

- Managed hospitality operations, including guest accommodations and customer relations.

- Promoted the business through social media and tourism networks.
- Coordinated farm-to-table experiences and outdoor activities for guests.
- Oversaw staff hiring, training, and daily operations.
- Maintained financial records and developed growth strategies for the business.

○ Jan 2006 – Dec 2006
Stella Coffee Shop | Thessaloniki, Greece

Manager's Assistant

- Assisted in managing daily café operations, including staff supervision.
- Provided high-quality customer service and handled orders efficiently.
- Monitored stock levels and coordinated supply orders.
- Handled cash transactions and maintained accurate sales records.
- Assisted in implementing promotions to increase customer engagement.