

# THANOS MARIS

📁 DATA ANALYST 📍 PELLIS 67, CHALANDRI, 15234 ☎ +30 6944-696694

## ◦ DETAILS ◦

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## ◦ SKILLS ◦

Fast Learner

Ability to Work in a Team

Leadership

Microsoft Office

Communication Skills

Software Design and  
Development

Coding and Scripting

## ◦ LANGUAGES ◦

Greek

English

## ◦ HOBBIES ◦

Chess, Billiards

## 👤 PROFILE

Passionate learner with 12 years of experience in retail sales, customer management and satisfaction. Strong believer in team effort and unity to achieve desired outcome. Early adopter of new technologies, eager in finding ways of implementing them. Performance driven with a desire to inspire others and achieve set goals.

## 📁 EMPLOYMENT HISTORY

### Sales Advisor at Vodafone - Plaisio

November 2007 — April 2011

- Sales Advisor in various Plaisio stores as a Vodafone representative.
- Responsible for achieving set monthly goals, training of staff members and providing confidence for moving sales away from main competitor
- Fast paced sales environment, working under and managing stress

### Sales Advisor at Vodafone - Kotsovolos

April 2011 — May 2011

- Sales Advisor in Kotsovolos store as a Vodafone representative.
- Performed employee and team evaluations to identify opportunities for growth.

### Internet Solutions Specialist at Vodafone Kifisia

June 2011 — November 2012

- Part of the newly created ISS team.
- Main focus in customer experience through NPS, providing solutions through technology and guidance while driving sales through built customer trust.

### Internet Solutions Specialist at Vodafone Vrilissia

November 2012 — May 2018

- Responsible for achieving monthly set ISS revenue and store goals
- Dedicated in training, monitoring, and inspiring colleagues as 2iC store manager
- Building strong relationships with customers earning top spot as the shop with the highest NPS score in our region
- Part of the "Digital Ninjas" project as the trainer of our Human Resources Director, responsible for effective training and guidance in digital tools and technology

### Team Ready at Vodafone Virtual Shop

June 2018 — December 2018

- Worked closely with different teams inside Vodafone and outside to develop and implement solutions needed for the project
- Managed shop operations and procedures, creating new guidelines

### Shop Manager at Vodafone Vrilissia

December 2018 — September 2019

- Responsible for maximization of profitability by achieving store targets.
- Managed, motivated, and inspired store employees in achieving qualitative and quantitative targets.
- Developed excellent relationships with shop customers and local community.
- Resolved customer problems or complaints by determining optimal solutions.

### **Shop Manager at Vodafone Golden Hall**

October 2019 — June 2021

- First phygital shop in Vodafone chain composed exclusively with Team Ready sales advisors.
- In charge of adapting team's mentality bringing forth the vision of a new era.
- Providing customers and sales representatives from basic to advanced information & tips on making the best of our products and services.
- Responsible for managing, motivating, and inspiring store employees to achieve qualitative and quantitative targets to maximize profitability by achieving store targets, accelerating sales more than 100% YoY.

### **Shop Manager at Vodafone Panepistimiou**

June 2021 — August 2021

- Responsible for the overseeing of operations, procedures, and logistics prior the opening of Vodafone's new flagship store
- Training and adapting team's mentality bringing forth the vision of a new era.

### **Reporting and Data Analyst at Vodafone**

September 2021 — Today

- Responsible for developing, implementing, and maintaining a leading-edge analytics system
- Developing smart and insightful dashboards and reports, tracking performance across channels to promote data-driven decision-making and optimize conversion
- Proactively analyze data to answer key questions or out of self-initiated curiosity with an eye for what drives business performance, investigating and communicating areas for improvement in efficiency and productivity
- Identify trends and opportunities for improvement through analysis of complex data sets
- Defining and implementing data acquisition and integration logic, selecting appropriate combination of methods and tools within defined technology stack to ensure optimal scalability and performance of the solution.



## **EDUCATION**

### **Information of Technology, Technological Educational Institution of Athens**

October 2004 — September 2009