

CONTACT

Spain

EDUCATION AND TRAINING

06/2021

High School Diploma

APPLYTIRION Pascal Private
English School
Limassol

LANGUAGES

English: First Language

Greek: C2
Proficient (C2)

Arabic: B1
Intermediate (B1)

Spanish: B2
Upper Intermediate (B2)

SKILLS

- Effective in multitasking and working in a fast-paced environment, ensuring efficient customer service
- Mother tongue : ENGLISH
- Problem-solving
- Time management
- Communication
- Multitasking
- Written communication
- Attention to detail

EXPERIENCE

Barista/ Cashier
Cinnabon | Limassol, CY

06/2016 - 08/2018

- As my first job, I worked as cashier, barista and baker at Cinnabon for two consecutive summers.
- Greeted customers and took orders for coffee drinks, food items, and other beverages.
- Prepared specialty coffee drinks such as lattes, cappuccinos, macchiatos, mochas, and Americanos.
- Operated cash registers to process customer payments.
- Maintained a clean work environment by wiping down counters, washing dishes, and cleaning floors.

Conversion agent
Forex | Limassol

08/2022 - 10/2022

- Handling new client leads on daily basis
- Maintaining contact with clients to ensure high

CERTIFICATIONS

Received certification in Anti-Money Laundering course in previous job.

- levels of customer satisfaction
- Following up on contacts for future business prospects
- Transferring, building and maintaining a client portfolio
- Assisting customers who wish to open or are managing a trading account
- Informing clients of any new products and promotions that the company is offering.

Soldier
Cyprus | Mathiatis, CY

- 07/2021 - 08/2022
- I was in the army for over a year
 - I was also in the offices of the army in charge of handling files and daily work for the commander.
 - Maintained accountability of assigned equipment and supplies to ensure readiness for operations.
 - Performed duties as a member of a security detail in support of high-level government officials.
 - Supervised the maintenance of vehicles and other military equipment according to standards.
 - Worked in small groups to accomplish complex goals within tight deadlines and standards.

BARISTA
Marrone Rosso | Limassol, Cyprus

- 06/2023 - 10/2023
- Greeted customers and took orders for coffee drinks, food items, and other beverages.
 - Prepared specialty coffee drinks such as lattes, cappuccinos, macchiatos, mochas, and Americanos.
 - Operated cash registers to process customer payments.
 - Maintained a clean work environment by wiping down counters, washing dishes, and cleaning floors.
 - Stocked shelves with ingredients needed to make coffee drinks.

PAYMENT OPERATIONS AGENT
WISEWORLD | Limassol, Cyprus

10/2023 - 11/2023

- Reviewing payment requests from businesses to ensure that they comply with policies and procedures
- Tracking payments to vendors and reviewing payment status to identify any issues that may have occurred during processing
- Reviewing account activity to determine whether any fraudulent activity has occurred
- Preparing reports on accounts payable activity such as delinquencies and exceptions
- Processing checks, money orders, credit card payments, wire transfers, and other forms of payment
- Coordinating with banks, auditors, and other parties involved in the payment process
- Investigating errors or other issues with invoices or payments received by businesses for goods or services rendered
- Reviewing and approving invoices for payment before sending them to accounting for processing.

VIP Account Manager
SkillOnNet | Limassol, Cyprus

12/2023 - 03/2024

- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Generate sales leads
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers
- Promoting a "Safer Gaming" philosophy.
- Staying UpToDate on rules, processes, and licencing needs.

- Go above and beyond when engaging customers

PERSONAL INFORMATION

- Date of Birth: 07/30/03
- Nationality: Cypriot