



Athanasios Chalkiotis

Date of birth: 28 Jan 1979 | **Nationality:** Greek | **Phone number:** (+30) 6944911305 (Mobile) |

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ABOUT ME

Passionate about continuous learning and driven by the belief that challenges lead to personal growth, I am a dedicated individual with a diverse background in finance, technology, and public service. With a track record of excellence, including achieving a top position in a competitive examination for the Ministry of Finance, I bring a strong foundation in financial analysis, data management, and regulatory compliance.

Beyond my professional achievements, I am deeply committed to lifelong learning, evident in my enthusiasm for reading and exploring new concepts. I thrive in challenging environments and embrace obstacles as opportunities for development. With a keen eye for innovation and a passion for making a difference, I am eager to contribute my skills and dedication to any role I undertake.

WORK EXPERIENCE

3 JAN 2013 – CURRENT Thessaloniki, Greece

AUDITOR OF JUDICIAL AND LEGAL SUPPORT DEPARTMENT INDEPENDENT AUTHORITY FOR PUBLIC REVENUE

- As an Enforcement Auditor, my primary responsibility is to ensure compliance with legal standards and regulations related to debt collection and enforcement. I conduct thorough audits and investigations to identify individuals or entities with debts and assess their financial status. Utilizing my knowledge of legal processes and debt recovery strategies, I initiate enforcement actions and liaise with legal authorities to pursue debt collection through legal means. My goal is to uphold integrity in debt collection practices while maximizing revenue recovery for the organization.
- As a Debt Taxonomy and Analysis Specialist, I am entrusted with the responsibility of structuring and analyzing debtor data to optimize debt management processes. Utilizing advanced spreadsheet software and analytical techniques, I categorize debtor information based on various criteria such as debt amount, age, payment history, and risk level. This structured taxonomy framework enables my department to prioritize debts effectively and allocate resources efficiently. Furthermore, I conduct thorough analysis of debtor data to identify trends, patterns, and insights that inform strategic decision-making. Through continuous refinement and optimization of the taxonomy system, I contribute to enhancing the departments's debt recovery strategies and minimizing financial risks. My expertise lies in combining data analysis skills with debt management principles to drive effective debt collection outcomes.

Business or Sector Public administration and defence; compulsory social security | **Department** Judicial and Legal Support |

Website <https://www.aade.gr/>

15 MAR 2012 – 2 JAN 2013 Thessaloniki, Greece

FINANCIAL ADMINISTRATIVE ASSISTANT MINISTRY OF FINANCE - TAX OFFICE AMPELOKIPON THESSALONIKIS

As a Financial Administrative Assistant supporting the operations of a tax office, my duties primarily involved providing administrative and clerical support to facilitate the efficient management of expenses and financial processes. Some of the key responsibilities included:

- **Data Entry:** inputting and maintaining accurate records of financial transactions, including expenses, invoices, and payments, using accounting software or spreadsheets.
- **Documentation Management:** Organizing and maintaining files and documents related to expenses, invoices, contracts, and financial reports, ensuring easy retrieval and accessibility.
- **Correspondence:** Handling incoming and outgoing correspondence, including emails, letters, and phone calls related to financial matters, and providing timely responses or forwarding to appropriate personnel.
- **Expense Reconciliation:** Assisting with the reconciliation of expenses against budget allocations, verifying accuracy and resolving discrepancies as needed.
- **Reporting Assistance:** Assisting in the preparation of financial reports and statements, compiling data, formatting documents, and performing basic analysis under the direction of financial administrators or supervisors.
- **Office Support:** Providing general administrative assistance.

- Communication Liaison: Facilitating communication on financial matters.
- Special Projects: Supporting initiatives to improve financial processes.

Business or Sector Public administration and defence; compulsory social security | **Department** Expenditure Office |

Address Karaoli & Dimitriou 13, 56224, Thessaloniki, Greece | **Website** <https://www.aade.gr/>

12 OCT 2009 – 2 MAR 2012 Thessaloniki, Greece

TELECOMMUNICATIONS SALES AND CUSTOMER SERVICE SPECIALIST PAPISTAS S.A., FRANCHISE ASSOCIATE OF VODAFONE S.A.

- Customer Service: Greeting customers, addressing their inquiries, and providing information about the company's products and services. Assisting customers in selecting the right telecommunications plans, devices, and accessories based on their needs.
- Sales and Promotion: Demonstrating and explaining the features and benefits of various mobile phones, internet packages, and other telecommunications products. Promoting special offers, discounts, and new products to drive sales.
- Sales Transactions: Processing sales transactions accurately and efficiently using the point-of-sale system. Handling cash, credit card, and other forms of payment, ensuring proper documentation and receipts.
- Product Knowledge: Keeping up-to-date with the latest products, services, and promotions offered by the company. Continuously updating knowledge about new technologies and industry trends.
- Customer Relationship Management: Building and maintaining strong relationships with customers to encourage repeat business. Handling customer complaints and resolving issues promptly to ensure customer satisfaction.
- Inventory Management: Assisting in tracking and replenishing stock. Conducting regular inventory checks.
- Sales Targets: Meeting individual and store sales targets. Participating in sales training and development programs.
- Team Collaboration: Working with team members to achieve store goals. Contributing to a positive work environment.

Business or Sector Information and communication | **Website** <https://www.vodafone.gr/>

15 NOV 2006 – 1 OCT 2008 Thessaloniki, Greece

CUSTOMER CARE REPRESENTATIVE VODAFONE S.A.

- Customer Assistance: Providing prompt and courteous service to customers via phone, email, chat, or in-person. Answering customer inquiries about products, services, billing, and policies.
- Issue Resolution: Handling and resolving customer complaints and issues efficiently. Escalating complex problems to higher-level support or relevant departments when necessary.
- Information Provision: Offering detailed information about product features, usage, and troubleshooting. Guiding customers through procedures for product setup, returns, and exchanges.
- Order Processing: Assisting customers with placing orders, tracking shipments, and managing account information. Processing refunds, exchanges, and warranty claims as needed.
- Customer Relationship Management: Building and maintaining positive relationships with customers to enhance their experience. Collecting customer feedback and suggesting improvements to products and services.
- Documentation: Maintaining accurate records of customer interactions and transactions. Updating customer profiles and documenting issues and resolutions.
- Team Collaboration: Collaborating with team members and other departments to ensure consistent and effective customer service. Participating in training sessions and team meetings to stay informed about product updates and company policies.
- Sales Support: Identifying opportunities to upsell or cross-sell products and services. Providing support for promotional campaigns and special offers.

Business or Sector Information and communication | **Department** Call centre | **Website** <https://www.vodafone.gr/>

1 FEB 2006 – 31 DEC 2006 Thessaloniki, Greece

INFORMATION SYSTEMS MANAGEMENT AND TECHNICAL SUPPORT UNIVERSITY OF MACEDONIA

- System Maintenance: Regularly updating and maintaining the information system to ensure smooth and efficient operation. Performing routine checks and troubleshooting to identify and resolve technical issues promptly.
- System Enhancement: Expanding and enhancing the capabilities of the information system to better support the services offered by the Career Office. Implementing new features and upgrades to improve user experience and system functionality.

- Data Management: Ensuring the accuracy and integrity of data within the information system. Managing data entry, updates, and backups to maintain comprehensive and reliable records.
- User Support: Providing technical support and training to staff and users of the information system. Addressing user inquiries and resolving issues related to system usage.

Business or Sector Education | **Department** Career Office at the University of Macedonia |

Website <https://www.uom.gr/career-office>

15 NOV 2001 – 14 SEP 2003 Athens, Greece

OFFICER CADET ON RESERVE DUTY SERVING AS PROBATIONARY SECOND LIEUTENANT HELLENIC ARMY

- Conducted training exercises and operational missions.
- Developed skills in leadership, teamwork, and problem-solving.
- Managed logistics and administrative tasks.
- Supervised junior personnel and ensured operational readiness.
- Operated and maintained communication systems to ensure effective field communications

Department Infantry Communications Department

1 OCT 1997 – 1 OCT 2009 Thessaloniki, Greece

EVENT PHOTOGRAPHER

- As a Live Music Venue Photographer, I captured the vibrant atmosphere and unforgettable moments at renowned Greek music clubs, commonly known as 'bouzoukia,' where famous singers and performers entertained large audiences. My role involved taking candid and posed photos of guests, performers, and the dynamic interactions during these lively events. I offered these photographs for purchase to guests, providing them with lasting memories of their experiences at these iconic music venues.)
- As a Wedding Reception Photographer, I specialized in capturing the joyous moments and lively atmosphere at wedding receptions. My role involved taking candid and posed photos of the bride, groom, guests, and the overall festivities during the celebration. I offered these photographs for purchase to the guests, providing them with lasting memories of their time at the wedding party.

Business or Sector Arts, entertainment and recreation

● **EDUCATION AND TRAINING**

1 OCT 2014 – 11 OCT 2021 Thessaloniki, Greece

MASTER'S DEGREE IN PERVASIVE AND MOBILE COMPUTING SYSTEMS Hellenic Open University

- Principal Subjects Covered: My master's degree included extensive studies in several key areas. In Pervasive and Mobile Computing Systems, I focused on designing and developing systems that operate seamlessly across various devices and environments, integrating technology into everyday life through ubiquitous computing. The curriculum covered Software System Design, emphasizing the creation of efficient and robust software architectures. I studied Computer Networks to learn how to build and manage communication networks, and Digital Systems for developing digital hardware and software systems. Courses in Human-Computer Interaction focused on enhancing usability and user experience, while Operating Systems and Distributed Systems covered the implementation and management of these systems. Additionally, I explored the Internet of Things (IoT), delving into interconnected devices and smart technologies.
- Occupational Skills Acquired: My studies equipped me with expertise in Requirements Analysis and Planning for computing and IoT systems. I gained skills in evaluating and selecting suitable technologies, Performance Analysis using metrics, and System Development of interactive applications and services. Additionally, I acquired Project Management skills, overseeing technology projects from conception to deployment, and focused on Security and Privacy, implementing security measures and ensuring data privacy within computing systems.

Website <https://www.eap.gr/en/mobile-and-pervasive-computing-systems/> |

Field of study Information and Communication Technologies | **Final grade** Cum Laude | **Level in EQF** EQF level 7 |

Type of credits ECTS | **Number of credits** 120 | **Thesis** The use of Blockchain in Internet of Things for Smart Home Applications

1 OCT 1996 – 30 NOV 2004 Thessaloniki, Greece

BACHELOR'S DEGREE IN APPLIED INFORMATICS University of Macedonia

- My bachelor's degree in Applied Informatics from the University of Macedonia provided a comprehensive education that blends information technology with essential principles of economics and business administration. The curriculum included Fundamentals of Computer Science and Programming, Design and

Development of Information Systems, Data Management and Database Systems, Networking and Internet Technologies. Additionally, I studied Basic Principles of Economics, Microeconomic and Macroeconomic Analysis, Econometrics, Financial Management, and Computerized Accounting. The program also covered Introduction to Business Administration, Decision Analysis, Business Innovations, Productivity Analysis and Efficiency Techniques, Qualitative Variable Models, and Electronic Commerce. Courses in International Law and Civil Law were also part of the curriculum.

- **Occupational Skills Acquired:** Throughout my studies, I developed strong skills in analyzing, designing, and managing information systems. I gained proficiency in statistical and econometric methods for economic data analysis and financial decision-making, including investment analysis and risk management. My training in automated accounting equipped me to handle financial records digitally. I also learned to apply quantitative methods to enhance organizational productivity and efficiency. My education in electronic commerce provided knowledge to implement online business strategies securely.

Website <https://www.uom.gr/dai> |

Field of study Inter-disciplinary programmes and qualifications involving Information and Communication Technologies (ICTs) |

Final grade Cum Laude | **Level in EQF** EQF level 6

1 SEP 1990 – 1 JUN 1996 New Kallikrateia, Greece

HIGH SCHOOL DIPLOMA General Lycee of New Kallikrateia, Chalkidiki

Principal Subjects Covered: Greek Language and Literature, Mathematics, Physics, Chemistry, Biology, History, English, Economics, Geography, Religious Studies, Physical Education, Elements of Democracy, Social Studies.

Occupational Skills Acquired:

- **Critical Thinking and Analysis.** Developing the ability to think critically and analyze information across various subjects.
- **Communication.** Enhancing written and verbal communication skills in both Greek and foreign languages.
- **Scientific Inquiry.** Applying scientific methods to understand and solve problems in physics, chemistry, and biology.
- **Mathematical Problem Solving.** Using mathematical concepts and techniques to solve complex problems.
- **Historical and Cultural Awareness.** Understanding historical events and their impact on modern society.
- **Geographical Literacy.** Acquiring knowledge about physical and human geography.
- **Religious and Ethical Understanding.** Exploring religious beliefs and ethical issues.
- **Physical Fitness.** Promoting physical health and fitness through regular exercise and sports.
- **Social and Civic Responsibility.** Understanding social structures and responsibilities as a citizen.
- **Economic Literacy.** Understanding basic economic concepts and their application in everyday life.

Field of study Basic programmes and qualifications | **Level in EQF** EQF level 4

● **LANGUAGE SKILLS**

Mother tongue(s): **GREEK**

Other language(s):

| | UNDERSTANDING | | SPEAKING | | WRITING |
|----------------|---------------|---------|-------------------|--------------------|---------|
| | Listening | Reading | Spoken production | Spoken interaction | |
| ENGLISH | C2 | C2 | C1 | C1 | C1 |

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **HOBBIES AND INTERESTS**

Avid Reader

I am a dedicated reader with a strong interest in classic literature and history books, alongside subjects such as technology, finance, and personal development. My passion for reading supports my commitment to lifelong learning and continuous personal and professional growth.




Link <https://thanosreads.onrender.com/>

Fitness

Passionate about working out and maintaining an active lifestyle.

● **DIGITAL SKILLS**

Digital Skills - Test Results

| | | |
|--|-----------------|-------------|
|  Information and data literacy | ADVANCED | Level 6 / 6 |
|  Communication and collaboration | ADVANCED | Level 6 / 6 |
|  Digital content creation | ADVANCED | Level 6 / 6 |
|  Safety | ADVANCED | Level 6 / 6 |
|  Problem solving | ADVANCED | Level 6 / 6 |

Results from [self-assessment](#) based on [The Digital Competence Framework 2.1](#)