



Yasmeeen Trisa Cardenas

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WORK EXPERIENCE

05/2024 – CURRENT Athens, Greece
CUSTOMER SERVICE REPRESENTATIVE FOUNDEVER

- Providing information on rental options, policies, and procedures
- Handling and resolving customer inquiries, concerns, and complaints with professionalism and efficiency
- Competence in using computers for data entry and customer interactions
- Adapting to changes in rental schedules, vehicle availability, and customer demands
- Clear and effective communication with customers over the phone

07/2023 – 05/2024 Athens, Greece
CUSTOMER SERVICE REPRESENTATIVE TTEC

- Providing information on rental options, policies, and procedures
- Handling and resolving customer inquiries, concerns, and complaints with professionalism and efficiency
- Competence in using computers for data entry and customer interactions
- Adapting to changes in rental schedules, vehicle availability, and customer demands
- Clear and effective communication with customers over the phone, live chat, and email

EDUCATION AND TRAINING

01/2023 – 01/2025
CERTIFICATE SheCodes

Website www.shecodes.io

09/2018 – 06/2023 Athens, Greece
BACHELOR OF SCIENCE IN PSYCHOLOGY Hellenic American College

Address 22 Massalias, 10680, Athens, Greece | **Website** www.haec.gr

09/2015 – 06/2018 Athens, Greece
HIGH SCHOOL DIPLOMA 2o General Lyceum of Intercultural Education Hellinikon

Address 31i 8 Elliniko, 16777, Athens, Greece

LANGUAGE SKILLS

Mother tongue(s): **ENGLISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
GREEK	B2	B2	B2	B2	B2
SPANISH	A2	A1	A2	A2	A2

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

● **DIGITAL SKILLS**

Organizational and Planning skills | Google Drive | Responsibility | Decision-making | WhatsApp | Teamwork | Good listener and communicator | Microsoft (Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Outlook) | Team-work oriented | Responsibility and reliability | Organizational and planning skills | Social Media | Html, Java, CSS | Good adaptability to work with different groups and personalities

● **VOLUNTEERING**

2017 – CURRENT Athens, Greece

Volunteer Worker

Logo Diethneis Diakonies (Word International Ministries)

- Purchase goods
- Help in the food preparation and distribution
- Organize and collect donations (hygiene packs, clothing, blankets, sleeping bags, food)

06/2019 – 06/2019 Athens, Greece

Student Volunteer

Hellenic American College

- Assisted in seating over 250 guests and ensuring that graduating students had been seated in appropriate places

09/2015 – 09/2018 Athens, Greece

Volunteer Worker

- Volunteer worker for refugee programs through Operation Mobilization

● **ADDITIONAL INFORMATION**

06/2021 – 06/2022

Treasurer of the Student Council

- Responsible for the finances of the student council
- Made financial reports for expenses for events
- Co-organized, advertised, and promoted events on social media platforms

09/2021 – 06/2022

Vice President of the Theater Club

- Co-organized, advertised, and promoted events on social media platforms

10/2021 – 06/2022

Vice President of the Ice Breaker Club

- Co-organized, advertised, and promoted events on social media platforms

03/2021 – 03/2022

Treasurer of the Languages & Cultures Club

Co-organized, advertised, and promoted events on social media platforms

03/2021 – 06/2023

Secretary of the Psychology Club

Responsible for weekly design, organization, and distribution of creative media outreach content

Responsible for e-mail administration

Responsible for working closely with the editors each and throughout the month

06/2022 – 06/2023

Head of Social Media of The Titan Chronicles
