

Eirini Bitsaxaki

PERSONAL INFORMATION



📍 Thrakis 49, Perama, P.C. 18863

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Date of birth: 19/05/1987

Nationality: Greek

Marital Status: Single

WORK EXPERIENCE

05/2016-09/2016	Front Desk Agent Excursion Department	Kamari Tours M&S Karamolegos A.E. Group of Travel & Leisure Companies, Santorini	Sales-Reservations of Excursions, Customer Service, Ferry Tickets (Forthcrs), Exchange, Car & Moto Rental
06/2015-10/2015	Guest Relations	Sun Resorts Chain Hotels, «La Mer Deluxe Hotel Spa Resort & Conference Center» ***** Santorini	Customer Service, Concierge Services, Response to guests needs, Analysis of customers feedback, Response to Social Media guest interaction
05/2015-10/2015	Front Desk Agent Excursion Department	Kamari Tours M&S Karamolegos A.E. Group of Travel & Leisure Companies, Santorini	Sales-Reservations of Excursions, Customer Services, Ferry Tickets (Forthcrs), Exchange, Car - Moto and Helicopter Rental
03/2015-05/2015 03/2016-05/2016	Secretarial Services	iForce Communications Communication Company	Secretarial Conferences, Organization of Conferences, Editing of Press Releases, Follow-up, Sponsorships
05/2014-10/2014	Front Desk Agent	Kamari Tours M&S Karamolegos A.E. Group of Travel & Leisure Companies, Santorini	Excursion Sales, Customer Service, Exchange, Car and Moto Rental
02/2013-04/2014	Office Employee	Unlimited Sales/ Unlimited Trust Call Center	Telephone Sales Subsidized Programs ESPA - Energy Audit
03/2012-02/2013	Office Employee	KEK EYKLIDIS Professional Training Center	Telephone Sales Subsidized Programs ESPA - Energy Audit
11/2009-03/2012	Secretarial Services	Sintaksi.gr Pension/Accounting Office	Office Organization, Customer Service, E-mails, Transactions with Pension Funds (IKA/OAEE), Electronic Submission of Tax Returns
02/2011-12/2011	Public Relations and Communication Partner Volunteered	iForce Communications Communication Company	Promotion Project for Congo, Secretarial Conferences, Editing of Press Releases
04/2009-10/2009	Secretarial Services Mandatory Internships	EKO KALYPSO SINGLE MEMBERED COMPANY LTD/EKOABEE Oil Products Company	Department: Motorist Service Stores Petrol Station Support, E-mails, Invoicing, Logging of Quantities Heating Oil, Product Inventory by SAP System
10/2006-02/2007	Cashier- Sales Assistant	LIDL Hellas &Co. Super Market	Customer Service, Replenishment, Cashier
09/2005-02/2006	Sales Assistant	ZARA Inditex Clothing Shops	Customer Service, Replenishment –Rearrangement

EDUCATION AND TRAINING

- 10/2014-12/2015 **Graduate of IATA/UFTAA Foundation in Travel and Tourism**
Mega Airlines Studies Training School
- 09/2005-06/2010 **Graduate of Public Relations and Communication**
Technological Educational Institute (TEI) of Ionian Islands, Argostoli, Kefallinia
- 09/2002-07/2005 **High School Certificate**
1st High School of Perama, Piraeus

FOREIGN LANGUAGES

Mother tongue: **Greek**

Other Languages

ENGLISH

- 12/2010 **ESB (English Speaking Board) Level 1 Certificate in ESOL- International All Modes (B2)** - University of Lancashire
- 05/2010 **ESB (English Speaking Board) Entry Level Certificate in ESOL International Entry Level 3 (B1)** - University of Lancashire

ITALIAN

01/2015-present Attending Classes: **Livello Elementare A2**

COMPUTER SKILLS

- **International Diploma in IT Skills – University of Cambridge**
Windows, MS Word, MS Excel, MS Power Point, MS Internet Explorer, MS Outlook, MS Access
- Training Certificate «**Computer: Basics Concepts of PC at today's Information Society**»-Institute of Continuing Adult Education Kefallinia & Ithaca
- **SAP (Product Inventory), Producer ©CRM** | Good Knowledge
- **Social Marketing** Facebook, Twitter, YouTube | Very Good Knowledge
- **Forthcrs** (Ferry Tickets) | Good Knowledge
- **Amadeus (GDS)** | Good Knowledge

WRITING ACTIVITY

Graduation Thesis:

«Advertising Market and Blogs. Applications and Prospects. The case of Google Ad Sense».

ABILITIES

- Team spirit and social skills
- Communication
- Consequence
- Initiative
- Work under pressure
- Solving problems

OTHER INFORMATION

- Driving license, B' Category
- Car Holder
- Unemployment Card (In Force)

RECOMMENDATION LETTERS

- Available on request