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| **Nikitas Vasilidis** |  | **EXPERIENCE**  **Customer Experience Specialist,**  Consumer Marketing, WIND Hellas, Athens, Greece 04/2019 - present,   * Track, measure and report every interaction a customer has throughout its lifecycle. * Devise new customer journeys to support new business processes and create value for the customer. * Review existing customer journeys, define pain-points and implement mitigation actions for improvements in customer's experience. * Devise proper communication plans to convey the brand's principles and reinforce the brand's perception. * Present findings to key stakeholders, coordinate inter-functional teams to enhance customer experience and monitor progress. * Work closely with Customer Operations departments on developing new programs to improve customer satisfaction and loyalty. * Respond to customer feedback and requests on various experience related issues with the brand * Consolidate and analyze data from several sources in order to extract valuable insights to improve customer experience. * Define and utilize KPIs to monitor key customer metrics. * Regular engagement and observations of customers to understand their perceptions and expectations of the organization. * Motivate and develop customer-facing teams, provide new tools, revise processes and set incentives * Ensuring feedback mechanisms and reports are fit for purpose. * Build strong customer engagement and strengthen loyalty. * Protect the legal, financial, and moral well being of the company.   **CRM Operations Coordinator**,  Customer Operations, WIND Hellas, Athens, Greece 04/2009 - 07/2017,   * Re-educate customers requesting cancellation of service on the benefits of WIND Hellas and adopt the best-cost approach to retain them. * Communicate with customers on upgrade requests, program information inquiries, enrollment & redemption, anniversary & satisfaction contacts. * Timely process cancellation orders and other paperwork to comply with customer requests. * Provide daily activity reports to the supervisor. * Promote company image through all customer interactions. * Comply with the standard performance measures and individual goals assigned by the supervisor & contribute to the realization of the overall team goals within time constraints. * Provide assistance to other CS functions in order to achieve CS objectives. * Assist in any projects/tasks as requested by the superior.   **Events Supervisor,**  Hellenic Tennis Federation, Athens, Greece 05/2004 - 04/2009,   * Organizing and Managing tennis events * Supply management * Policies and procedures application * Sponsor seeking * Refereeing * Reporting |
| Marketing Manager Resume  Email address: hello@kickresume.com  Phone number: 555-555-5555 |  |
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| **EDUCATION**  **Master's degree in Marketing and Communications,**  Rome Business School, Rome, Italy  2018 - 2019,  **Bachelor's degree in Business Administration and Management,**  Open University of Cyprus, Latsia, Cyprus  2014 - 2018,  **SKILLS**   * Marketing and Communication * Customer Journeys & Funnels * Project Management * Segmentation and Targeting * Big Data Analytics * CRM Operations * Digital Marketing * SEO * Content Marketing * Integrated Marketing Campaigns * Website Building * Social Media Management * Systems * Siebel * SAP * Hootsuite * Microsoft Office * Google Analytics |  |
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