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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
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| Marketing Manager ResumeEmail address: hello@kickresume.comPhone 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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