



AIKATERINI MICHPOULOU

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● WORK EXPERIENCE

06/2021 – CURRENT – Athens, Greece

EXECUTIVE ASSISTANT – MONEY MAKERS IKE, BLUE SHARK NEPA

- Customer Service
- Handling incoming and outgoing email
- Task scheduling
- Drafting of professional documents
- Document archiving
- Problem solving in secretarial issues, using the DOS operating system and the Windows environment in software products (Word, Excel, Databases, etc.)

01/2018 – 06/2021 – Dafni, Athens, Greece

CALL CENTRE OPERATOR – CARE DIRECT S.A.

- Customer Care
- Data entry
- Back office assistant
- Reception

05/2017 – 09/2017 – Skala, Kefalonia, Greece

SOUS MAITRE – SAN GIORGIO HOTEL*****

05/2016 – 09/2016 – Skala, Kefalonia, Greece

SOUS MAITRE – SAN GIORGIO HOTEL*****

10/2014 – 11/2014 – Nea Ionia, Athens, Greece

CUSTOMER SERVICE REPRESENTATIVE – TELEMARKETING AE

06/2014 – 07/2014 – Glyfada, Athens, Greece

CASHIER – BALOUX CAFE (HOUSE PROJECT) - ASTERAS GLYFADAS COMPLEX

12/2013 – 05/2014 – Athens, Greece

RECEPTIONIST - CASHIER – PANTHEON THEATER

09/2013 – 11/2013 – Marousi, Athens, Greece

BACK OFFICE OFFICER – PROCTER & GAMBLE HELLAS

Assistant in Financial Department - Invoices

2012 – 2013 – Dafni, Athens, Greece

BACK OFFICE OFFICER – CARE DIRECT S.A.

Sampling Department - Organization and coordination of the team Detailing Dentists Oral - B.

2010 – 2012 – Dafni, Athens, Greece

BACK OFFICE OFFICER – CARE DIRECT S.A.

- Back Office - Diabetes Magazine
- Help Desk/Data Base - Babyspace.gr

2006 – 2010 – Dafni, Athens, Greece

CALL CENTRE AGENT – CARE DIRECT S.A.

- Team Leader - La Redoute
- Customer Care - Cosmote What's up Reloaded, La Redoute - Orders
- Outbound call center agent - Surveys

● **EDUCATION AND TRAINING**

CURRENT – Ag. Spyridonos Str., Egaleo, Greece

BSC MANAGEMENT IN TOURISM – University of West Attica

<https://www.uniwa.gr/>

2020 – Par. Aristotelous 18, Patra, Greece

MSC MANAGEMENT OF TOURISM BUSINESSES – Hellenic Open University

<https://www.eap.gr/>

2007 – Panepistimiopolis - Department of Social Theology, Ano Ilissia, Greece

FACULTY OF SOCIAL THEOLOGY AND THE STUDY OF RELIGION – National and Kapodistrian University of Athens

- Human Performance in Social Effects
- Teaching Practice in High Schools

<http://www.soctheol.uoa.gr/>

● LANGUAGE SKILLS

Mother tongue(s): **GREEK**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2
ITALIAN	A2	A2	A2	A2	A2

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

● DIGITAL SKILLS

My Digital Skills

European Computer Driving Licence ECDL | ERP/SAP

● PUBLICATIONS

A Travelogue in film Tourism - Michopoulou Aikaterini

Journal of Tourism Research. Vol.27

<http://jotr.eu/index.php/volume27/316-a-travelogue-in-film-tourism> – 2022

The Literature Parks of Sicily as Expressors of the Cultural Heritage of the Island - Michopoulou Aikaterini/Maniou Fotini/Trikalitis Konstantinos

Journal, Sustainable Development, Culture, Traditions. Vol. 1b

<https://sdct-journal.com/index.php/2015-10-18-22-23-19/2021-volume-1-a-b/475-the-literature-parks-of-sicily-as-expressors-of-the-cultural-heritage-of-the-island> – 2021

Wine Tourism – Routes Italy – Greece

<http://politeknik-international.org/po3596/> – 2021

Suggestions Of Cultural Routes In Mainland & Island Greece – Michopoulou Aikaterini / Maniou Fotini

<http://politeknik-international.org/pi3331/> – 2020

● **CONFERENCES AND SEMINARS**

2018 – Hellenic Food Authority, Athens

Certificate of Basic Principles in Food Hygiene and Safety

2017 – Technological Educational Institution of Athens (current, University of West Attica)

Digital Marketing - Grow Greek Tourism On line

2017 – Smart Press, Athens

1st Conference Hotel Tech

2016 – Technological Educational Institution of Athens (current, University of West Attica)

1st International Conference of Gastronomy Tourism

2016 – National and Kapodistrian University of Athens

Entrepreneurship and Tourism

2005 – National and Kapodistrian University of Athens

Religion- Criminology- victimization

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Managerial skills

- Ability to work efficiently within a group
- Confident and effective
- Ability to learn new things and meet new challenges
- Ability to work well under pressure