

STELIOS VALSAMAKIS

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Professional Summary

Efficient, accurate and detail-oriented with innate drive to provide exceptional service. Fast learner and highly effective in fast-paced work environments. Excellent at juggling multiple tasks and working under pressure. Solid experience managing all levels of large-scale projects.

Skills

- Extremely organized
- Highly dependable
- Quick learner
- Excellent attention to detail
- Creative problem solver
- Commitment to quality and service
- MS Windows proficient
- MS Office proficient
- Proficient in English
- Data management
- Documentation
- Customer service

Work History

Sales Representative

09/2016 to 09/2017

Seven Group (www.sevenspot.gr) – Athens

- Video club and sales store. Sales, customer service.
- Politely assisted customers in person and via telephone.
- Described product to customers and accurately explained details and care of merchandise.
- Communicated all store initiatives and promotions to customers to generate return business.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Designed displays to make store experience interactive, engaging and reassuring.
- Achieved sales goals and service performance requirements through new customer sales.
- Earned management trust by serving as key holder, responsibly opening and closing store.

Tour Leader

04/2014 to 06/2015

Topdeck Travel (www.topdeck.travel) – Athens

- Supervised and coordinated 10-day trips to Greek Islands for groups of travelers visiting Greece. Language of communication: English.
- Communicated with travel agencies, hotels and restaurants.
- Confirmed booked tickets, reservations in hotels and restaurants.
- Gave tours of archaeological sites and historic monuments in Athens, Mykonos, Paros, and Santorini.
- Informed travelers of activities and places to visit.
- Facilitated travelers' vacation by resolving service-related problems in hotels and restaurants in a timely manner.
- Consistently received positive feedback from guests on performance reviews.
- Collaborated with company employees to ensure the delivery of efficient, high-quality service.

Reservations Coordinator

06/2011 to 10/2014

Patriko Residence (www.patrikoresidence.gr) – Chania, Crete

- Processed and confirmed reservations.
- Communicated with customers, travel agencies and travel websites.
- Uploaded hotel information and photographs on travel websites.
- Organized hotel's content on travel websites.
- Documentation of important files.
- Created a reservation database, with records of names, dates of arrivals and departures.
- Verified customers' credit and established how the customer would pay for the accommodation.
- Promoted the hotel brand through online advertising and social media.

Education

Master of Science: Prehistoric Archaeology In Progress
National and Kapodistrian University of Athens - Athens, Greece

Bachelor of Science: Archaeology 2016
National and Kapodistrian University of Athens - Athens, Greece

- Department of History and Archaeology.
- 8.29 /10 GPA.

Certifications

ECPE:
University of Michigan. Certificate of Proficiency Level in English.

DELF B1:
École française d' Athènes. Diplome D 'etudes en Langue Francaise.

Vellum Diploma in IT Skills:
University of Cambridge. Proficient in Windows, MS Word, MS Excel, MS Access, MS PowerPoint, MS Internet Explorer, MS Outlook.

Hobbies

Movies lover, motorcycle enthusiast, book reader, traveler