



OLGA PAPADOPOULOU

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PROFILE SUMMARY

I consider myself an energetic individual with great work ethics, and would like to work in an environment where I am given the opportunity to highlight my personal and professional skills. I am looking to be part of a team where I can contribute to the development of the company and also be able to improve my professional skills. I consider myself a quick learner, and can adapt quickly to a dynamic workplace. Attention to details and delivery schedules are some of my strongest assets.

CAREER EXPERIENCE

RECEPTIONIST AT MADDOX, UK

May 2018 – Jan 2023

- Responsible for scanning identification documents for every client.
- Responsible for collecting entrance fees.
- Responsible for the overall security of the entrance of the club.

ADMIN ASSISTANT/PA FOR IBER DEPARTMENT AT CSM, UK

Oct 2017 – Apr 2018

- Managed the CSM Graduate recruitment service, Talent Scout.
- Supported the Marketing Manager with marketing administration and research; updated the IBER section of the website.
- Posted content on CSM Innovation blog, Twitter and Instagram account.
- Collaborated with the Press officer to send out the weekly press releases to the Deans, Directors and Programme Directors.
- Diary management for the Directors of the departments.
- Responsible for travel arrangement, hospitality, minutes for meetings and submitting expense claims.
- Handled general enquires so as to maximize income for the College and the University, via email and telephone.
- Office manager duties and other administrative duties.

TECHNICAL SUPPORT AT CONVERSANT, UK

Mar 2017 – Jun 2017

- Provided 1st line technical support via email and telephone.
- Integrated the AdServer with 3rd party vendors for various channels.
- Responsible for client retention, consultation and account management.
- Responsible for building the client relationship and maximizing the opportunity for revenue growth.
- Focused on meeting and exceeding the KPIs.
- Collaborated efficiently with the Sales department, Account managers and Media team.
- Presented the company's technology to different stakeholders and senior marketing contacts.

SYSTEM MIGRATION SPECIALIST AT POLE STAR, UK

Jan 2016-Dec 2016

- Responsible for the migration of all customers to the new platform.
- Regularly checked quality of data, data entry and troubleshooting any issues.
- Reviewed existing migration tools and providing recommendations for improving performance of the migration process.
- Worked closely with the customer support team to ensure a smooth transition and coordinating support across the new and old platform.

CUSTOMER SERVICE AGENT AT UNIBET, MALTA

Feb 2013-Feb 2015

- Responsible for the International customer communication and problem resolution.
- Collaborated with the marketing teams on creating, and following up on, marketing campaigns via the main 3 available communication channels (email, phone and web).
- Managed the Greek/English site content.
- Collaborated with different product teams on identifying points of friction and developed plans for how to mitigate these.
- Achieved and maintained an average monthly CSAT of 95% for the markets over 10 months.
- Assisted the project team in the rollout of a new customer communication system by testing the product and assisting with the adaptation of the tool to best suit the needs of the company.

EDUCATION

Bachelor of Arts, London College of Fashion, UK. 2016 - 2020

Bachelor of Science, Pedagogical Academy of Aristotle University, Thessaloniki, Greece. 2006 - 2010

Diploma Delf B2 in French language. 2007

LANGUAGES

Greek (native), English (Fluent), French (Fluent), Spanish (Fluent)

HTML/CSS/JavaScript