* Personal information :

Name : Maria Resbitha

Phone number : 6945185415

E-mail : [mresbi@yahoo.gr](mailto:mresbi@yahoo.gr)

Heritage : Greek, Dutch

DOB : 02/04/1998

* About me :

I’m a communicative, polite and patient person and I’m really persistent in achieving my goals and anything I set my mind to. In my free time I like to read books and go horse riding. I have always liked jobs that require me to help people and solve any kind of issue they may have and that’s also one of the reasons I chose to study Psychology.

I am aiming for a position for professional development in my field of expertise, I specialize as a customer support agent with years of experience in this line of work.

* Work experience :

Η&Μ : (Clothing Store) August-September 2017, Sales Assistant

SADAO : (Clothing Store) May-October 2018, Sales Assistant

Teleperformace (Volkswagen project) : May-August 2019, Technical Customer Support, supporting the Dutch market

Webhelp (Perfectstay project) : October 2019-May 2020, Customer Care Services, supporting the Dutch and the UK market

Eshop Management : May 2020-November 2020

Sitel Greece (Miele project) : June 2021 – December 2021, Customer Care Services, supporting the Dutch market

Intrum : February 2022, Collecting Advisor regarding the Dutch market

* Languages :

Greek : Native language

Dutch : Native language

English : Professional level

* Core skills :

Experienced in Customer Service

Team Worker

Punctuality

Fluent knowledge of the following below:

Microsoft office (Excel, Word, PowerPoint, Outlook, Explorer)

Mac IOS

* Personality :

Organized thinker

Hard worker

Open minded

Enthusiastic for new opportunities

Adjusts easily to new environments

* Education :

General Certification of Secondary Greek high school

BSc Hons Psychology Studies – Mediterranean College (2021-2024)

* Seminars/Webinars :

WEAR Sustain Open Call 2 Launch Event for Central and Eastern Europe Seminar in Athens (2017).

Webinar: 1st online Interdisciplinary Conference “Brain and Mind” (2020).

Webinar: «H Μαύρη Ντάλια: Το Χρονικό μιας Κακοποίησης» (2021) (Black Dahlia: The Chronicle of Abuse).

Webinar: «Ο Ρόλος του Κλινικού Ψυχολόγου στην Αντιμετώπιση των Εξαρτήσεων» (2021) (Role of the Clinical Psychologist in the Treatment of Addictions).