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|  | tsagkilol@gmail.com    +30 6947329953    Agia Paraskevi, Athens, 15341 Greece  Agia Paraskevi, Athens, 15341 Greece    **Website, Portfolio, Profiles**   * https://www.linkedin.com/in/giannis-tsantzalos-b65825224?lipi=urn%3Ali%3Apage%3Ad\_flagship3\_profile\_   **Education**    Bachelor: Law & Public Administration Panteion University of Social & Political Sciences, Athens, Greece  **09/2019 - on going**    Bachelor: Maritime Studies IEK ALFA, Piraeus, Greece  **10/2021 - on going**  **Languages**  **Greek**: Native language  **English**: C1    Advanced  **French**: A1    Beginner |  | |  | | --- | | Giannis Tsantzalos |   **Professional Summary**  Motivated, Ambitious and Enthusiastic under graduate, which thrives in fast-paced environments. Fast Learner, Works independently, with minimal supervision, and pitch in to complete tasks. Demonstrated consistently strong work ethic and adherence to company policy and procedures.  **Skills**   |  |  |  | | --- | --- | --- | |  | * Multitasking and Prioritization * Issue and Complaint Resolution * Building Customer Trust and Loyalty * Upbeat and Positive Personality * Calm and Professional Under Pressure | * Understanding Customer Needs * Efficient and Detail-Oriented * Team-Oriented and Cooperative * Excellent Attention to Detail * Microsoft Office Suite |     **Work History**  September 2021 - Current  All day Cafe - Bar Restaurant - Customer Service Associate, Agia Paraskevi, Athens, Greece   * Collected customer feedback and made process changes to exceed customer satisfaction goals. * Developed community reputation through commitment to customer satisfaction and strong client relationships. * Improved customer satisfaction ratings by addressing issues and fostering timely resolution. * Responded to customer requests for products, services and company information. * Cultivated customer loyalty, promoted repeat business and improved sales.   May 2020 - November 2020  Restaurant - Customer Service Associate, Agia Paraskevi, Athens, Greece   * Developed and actualized customer service initiatives to decrease wait times. * Provided primary customer support to internal and external customers. * Informed customers about special promotions and provided detailed information for various products. * Helped large volume of customers every day with positive attitude and focus on customer satisfaction.   **Additional Information**  Date of Birth: 01/04/2001 |  |

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