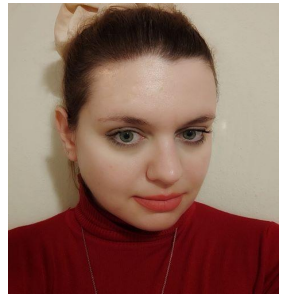


Anastasia Tsiani



Contact details

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EXPERIENCE

Chatinstead.com , Remote — Trainer and Chat Support Agent

February 2021 - Present

Booking.com, Amsterdam — EMEA Customer Service Supervisor

March 2017 - June 2020

Providing on-the-floor support to operational teams for achieving targets and implementing change according to KPI targets and customer feedback.
Training new hires on soft skills, such as active listening and problem solving.
Assisting partners with adapting and optimizing the software according to their business needs.
Handling high importance clients and executive complaints, both B2B and B2C.
Quality assurance check of new software tools and procedures, bug reporting.

Booking.com, Amsterdam — CS Executive

February 2016 - March 2017

Handling high importance cases and executive complaints, both B2B and B2C in the Greek, American, Southeast Asian and English markets.
Detecting customer and partner satisfaction gaps based on feedback and proactive discussion.

Wyndham Worldwide, Amsterdam— Manager on Duty

January 2015 - February 2016

Supervising the night team during all front desk operations, logistics, head of safety and security procedures, training of new hires.

Sani Beach Club, Chalkidiki, Greece— Night Auditor

April 2013 - November 2014

Supervising the night team during all front desk operations, logistics, head of safety and security procedures, training of new hires.

EDUCATION

Barcelona Executive Business School — *MBA in International Human Resources Management* , 2020 - 2021

University of Macedonia, Thessaloniki— *BA in Political Science*, 2007 - 2011

SKILLS

Live 24/7 support of operational teams

Team building

New hire onboarding

Crisis management

LANGUAGES

English – Native

Greek – Native

Dutch – B1

Bulgarian - A2

Russian - A1