

KONSTANTINA TSOUKALA – STATHAKI

Athens, Greece

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PROFESSIONAL EXPERIENCE

Phaedrus Asset Management, Athens, Greece

September 2021 – March 2022

Customer Service Coordinator, Service Delivery Department

- Reservations Executive (76 Assets in Athens, Greece & Paphos, Cyprus) – Channel management (Airbnb, Booking, Expedia, Webhotelier) – Direct Bookings
- Operations Executive (16 Assets in Athens, Greece) – Housekeeping and Maintenance Coordination – Optimization of Guest's Experience – Complex Problem Solving – Inventory and Suppliers Management
- Customer Service – Email / Phone Correspondence

Epidosis – Expand your Business, Athens, Greece

April 2021 – September 2021

Project Manager, Project Management & Law Department

- Overseeing Projects' Progress – Coordinating 5 Offices (Athens, Thessaloniki, Sofia, Petrich, Warsaw)
- Account Manager of company's active clients (approximately 100 – 150)
- CRM Specialist – Managing Company's Database
- Customer Service – Email / Phone Correspondence
- Drafting and Translating Legal Documents

Mabely Grand Hotel 5*, Zakynthos, Greece

May 2019 – October 2019

Guest Relations Agent, Front Office Department

- Customer Service – Complex Problem Solving – Welcoming Guests
- Concierge Services – Coordinating Excursions – Guests' Activities – Sales Management
- Assisting Front Office Supervisor and Banquet Manager
- Email Correspondence – Drafting Reports – Social Media Activity

Mabely Grand Hotel 5*, Zakynthos, Greece

May 2017 – October 2018

Front Office Agent, Front Office Department

- Customer Service – Check in/out Procedure – Cashier
- Secretarial Duties – Organizational Responsibilities
- Email Correspondence – "Protel" Hotel Software Experienced User

Regatta Yacht Club, Zakynthos, Greece

June 2016 – August 2016

Bartender – Waitress

EDUCATION

University of Piraeus, Department of Business Administration, Piraeus, Greece

2019 – Present

Master in Business Administration in Tourism Management (MBA)

University of Athens, Faculty of Law, Athens, Greece

2010 – 2018

Bachelor of Laws (LL.B.)

Lycée Léonin d' Athènes, Athens, Greece

1998 – 2010

Secondary School Diploma

SEMINARS – EXTRACURRICULUM ACTIVITIES

EuroTraining Center, Certificate, Athens, Greece

January 2021 – March 2021

Certificate on Project Coordination

Interactive Advertising Bureau Europe, Online Certificate, Google
Certificate on the Fundamentals of Digital Marketing

January 2021

University of Geneva, Online Course, Coursera
Specialized Course on International Organizations Management

October 2020

Erasmus+, Bialystok, Poland
Training Course on Refugees' Integration

November 2016

LANGUAGES

Greek: Mother Tongue

English: Diploma: ECPE
Writing: Fluent
Speaking: Fluent

Français: Diploma: Sorbonne 2
Writing: Fluent
Speaking: Fluent

CULTURAL EVENTS

TEDxUniversityofPiraeus, Piraeus, Greece
Stage & Technology Coordinator (voluntary position)

2020 – Present

Antiracist Festival of Athens, Athens, Greece
Member of the Organizational Committee (voluntary position)

2012 – 2014

Left-Wing Political Party Festival, Athens Greece
Member of the Organizational Committee (voluntary position)

2011 – 2014

IT SKILLS

Proficient user of Microsoft Office (Word, Excel, PowerPoint, Outlook, Project), Google+, Social Media + Analytics, Protel Hotel Software, CRM (Orbit Sales)

ACTIVITIES & INTERESTS

- **Driving License:** B
- **Music:** Soprano in the Lycée Léonin d' Athènes Choir; distinctions in National Choir Competitions
- **Other interests:** pilates, cinema, tv-series, board games, literature