



AIKATERINI SDOUGKOU

Economics graduate specializing in hr issues. Active and creative person with an orientation to effective communication, strong organizational skills and self-motivated. Strong Negotiation skill and team spirit developed as a result of experience in banking sector. Professional Training in Human Resources - Recruitment

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WORK EXPERIENCE

Employee of billing & Credit Management Division

ZeniΘ SA

11/2020 - Present

Tasks

- temporary replacement of the team leader.
- preparation of reports
- updating and monitoring files
- Transfers of amounts related to sector operations via ERP
- perform tests to upgrade functions in ERP and IEBS systems
- Assistance in the control of contracts of the unit
- Prepare and check files for the external partners
- Ensure process alignment to legal requirements
- control of invoices of external partners

Piraeus Bank

Account Officer Non performing Loans SBLs, report to Manager of SBL I

10/2013 - 08/2020

Tasks

- Administrative hr support for the need of department (Organization and coordination of group leaves, management of educational needs of the employees of the department - coordination of the training seminars to be attended)
- Management of NPLs (collection and legal actions)
- Communicate and negotiate with customers to manage their debts
- communication and cooperation with the Legal Department for handling of non performing loans
- organization and monitoring of emergency projects of the department
- Organizing and coordinating group vacation leave
- Large percentage of restructurings

Bank Of Cyprus

Bank Employee referring to the head of the department / Branch store

11/2007 - 10/2013

Tasks

- Customer service in Business loans
- Administrative hr support for the need of department (Organization and coordination of group leaves, management of educational needs of the employees of the department - coordination of the training seminars to be attended)
- Management of non-performing loans
- Credit risk, risk analysis and management in the granting of professional loans
- Support of the department in issues of organization and communication with external partners-law firms
- Top positions in the Bank's business loan rally
- support and administrative services in the branch
- Top positions in amount of business loans of the Bank

Open24 - Eurobank

Customer Service Manager reported in Consumer Credit

07/2007 - 10/2007

Tasks

- Customer Service role for banking products
- Responsible for Organization and proper operation of the Boutique Store
- Promotion of Retail Banking products

EDUCATION

Msc in Human Resource Management

University of Macedonia

10/2020 - Present

Human Resources Management and Organizational

Specialized Training Certificate National & Kapodistrian University of Athens

05/2020 - 04/2021

Digital Marketing & Social Media (e-digima)

Training certificate Athens University of Economics and Business

05/2020 - 06/2020

M.Sc Banking

Hellenic Open University

09/2010 - 09/2013

Degree of Economics Studies

Department of Business Economics Aristotle University of Thessaloniki

09/2001 - 09/2006

SEMINARS

Human Resource Management: HR for People Managers Specialization by University of Minnesota (05/2020 - Present)

Coursera

Regulatory Compliance Specialization by University of Pennsylvania (08/2020 - 08/2020)

Coursera

Become a Technical Recruiter - Learning Path (05/2020 - 05/2020)

LinkedIn

Become an External Recruiter- Learning Path (06/2020 - 06/2020)

LinkedIn

HR Guidelines Everyone Should Know (07/2020 - 07/2020)

LinkedIn

HR and Digital Transformation (05/2020 - 05/2020)

LinkedIn

Administrative Human Resources (06/2020 - 06/2020)

LinkedIn

Recruit and Maximize Talent (06/2020 - 06/2020)

LinkedIn

Human Resources: Using Metrics to Drive HR Strategy (05/2020 - 05/2020)

LinkedIn

LANGUAGES

English -CPE



H/Y

Microsoft Office

Word, Excel, Powerpoint, Access, Teams

Tools &
Technologies

Visio, CRM, LinkedIn Recruiter ,HCM Singular Logic , Dynamics ERP, IEBS

ORGANIZATIONS

GPMA (07/2020 - Present)

job-pairs (10/2020 - Present)

Mentor

REFERENCES

Available on request