

Fotini Arvanitaki

Graphic Designer - Customer Service Representative

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I'm a Customer Service Representative, striving to bring considerable skills in oral and written communication, active listening, and analytical problem-solving skills, in both English and the Greek language. My goal is to enhance customer experience by employing service-oriented behaviors, understanding customer needs and to provide customized solutions to build loyalty. I'm passionate about promoting lasting customer satisfaction by delivering quality service and support.

I also have an extensive background in Graphic Design, a field where I can be creative and showcase my talent for developing my unique custom artwork and develop professional, integrated brand concepts and solutions.

Skills

Business office administration	<div><div></div></div>	Very Good
Business research skills	<div><div></div></div>	Very Good
Report preparation	<div><div></div></div>	Excellent
Complaint resolution	<div><div></div></div>	Excellent
Account management	<div><div></div></div>	Very Good
Professional telephone demeanor	<div><div></div></div>	Excellent
Creative problem solving	<div><div></div></div>	Excellent
Administrative support	<div><div></div></div>	Very Good
Technical Support	<div><div></div></div>	Very Good
Written and oral communication	<div><div></div></div>	Excellent
Logo design	<div><div></div></div>	Very Good
Illustration	<div><div></div></div>	Good
Image manipulation	<div><div></div></div>	Very Good

Adobe Creative Suite	<div><div></div></div>	Very Good
Graphic design	<div><div></div></div>	Very Good
Self-Motivated	<div><div></div></div>	Excellent
Visual design	<div><div></div></div>	Excellent
Website graphics	<div><div></div></div>	Good
Digital design	<div><div></div></div>	Very Good
Photography composition	<div><div></div></div>	Excellent

Work History

2022-04 - Current

Customer Service Representative

Teleperformance, Thessaloniki

- Hired
- Training Pending

2021-01 - 2022-03

Freelance Graphic Designer

Self - Employed, Thessaloniki

- Completed in-depth product design tests using updated software tools.
- Designed print layouts, templates and unique brand looks.
- Worked with clients to gather and define requirements, establish scopes and manage project milestones.
- Developed display, marketing and packaging materials to support product branding strategies.
- Met with customers to present mockups and collect information for adjustments.
- Employed design fundamentals when selecting typography, composition, layout and color in design work.
- Completed final touches for projects before rollout.
- Created broad range of work using various design techniques.
- Put together videos for social media, advertising and informational purposes.
- Built corporate brands by designing cohesive looks between elements.
- Developed creative design for print materials, banners and signs.
- Researched trends and projected industry changes to capitalize on emerging opportunities.
- Created designs for graphics and writing content layout for various brochures.

2018-03 - 2021-04

Business Administrator & Customer Service Rep.

Kinetix Tele.com, Thessaloniki

- Processed employee expense reports quickly to prevent delays in payouts.

- Represented company at conferences and seminars to boost outreach.
- Scheduled business meetings between employers and clients/partners.
- Prepared operational and salary budgets.
- Streamlined workflow.
- Oversaw process improvement initiatives.
- Reduced office expenses by finding smarter solutions for vendors, suppliers and services.
- Lead design and review sessions with technical and business staff.
- Translated business priorities into implementable actions.
- Revised plans to meet changing goals and requirements.
- Increased accuracy through improved processes for fiscal monitoring, payroll and operational expenses.
- Developed monthly reports.
- Oversaw adequacy and soundness of organization's financial structure.
- Directed business processes from conceptualization through end-user delivery.
- Drove specification, scheduling, status and review processes.
- Implemented business initiatives to optimize day-to-day operations.
- Fostered strong rapport between clients and vendors through consistent follow-up and communication.
- Anticipated and prepared required materials for meetings.
- Monitored executive and site schedules to coordinate meetings and corporate events.
- Facilitated fast-paced and dynamic entrepreneurial environment.

2004-10 - 2018-11

Freelance Graphic Designer

Self - Employed, Thessaloniki

As a Freelance Graphic Designer I:

- Carried out day-to-day duties accurately and efficiently.
- Drove operational improvements which resulted in savings and improved profit margins.
- Received and processed stock into inventory management system.
- Maintained energy and enthusiasm in fast-paced environment.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Identified issues, analyzed information and provided solutions to problems.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record.
- Exceeded goals through effective task prioritization and great work ethic.
- Improved operations through consistent hard work and dedication.
- Increased customer satisfaction by resolving issues.
- Delivered services to customer locations within specific timeframes.
- Developed and maintained courteous and effective working relationships.
- Worked with customers to understand needs and provide excellent service.

To name a few design applications I've worked on throughout my tenure:

- Logo design & Op/Brand identity
- Web, e-shop & blog design, content creation & maintenance
- Web ads, ie. banners & pop-ups
- Miscellaneous print layouts
- Label & packaging design
- Catalogue, brochure & flyer layout design
- Posters & lightbox posters
- Merch - party favors
- Book & magazine covers
- Photo & static image retouching
- Custom social media posts - stories - campaigns.

2003-05 - 2004-08

Business Administration & Data Entry

George F. Arvanitakis, MD, E.N.T., Nea Moudania

- Routed calls, business correspondence, documents and messages to employer.
- Greeted incoming patients professionally and provided friendly assistance.
- Gathered, organized and input sensitive personal patient information into digital database.
- Frequently inspected examination quarters to verify proper hygiene.
- Scheduled Pharmaceutical Representative appointments with employer, in order to avoid conflicts with patients' medical appointments'.
- Restocked medical supplies and submitted purchase orders to maintain stock levels.
- Kept reception area clean, hygienic and neat.
- Provided clerical support by copying, faxing and filing documents.
- Responded to inquiries from callers seeking information.
- Routed calls, business correspondence, documents and messages to employer.
- Greeted incoming patients professionally and provided friendly assistance.
- Gathered, organized and input sensitive personal patient information into digital database.
- Frequently inspected examination quarters to verify proper hygiene.
- Scheduled Pharmaceutical Representative appointments with employer, in order to avoid conflicts with patients' medical appointments'.

Education

2003-10 - 2004-05

Bachelor of Applied Arts: Applied Art & Design

University of Abertay Dundee - Scotland

2001-10 - 2002-05

Higher National Diploma in Applied Arts: Applied Art & Design

Edexcel - United Kingdom

1997-09 - 2000-06

High School Diploma

11o TEE (Technical Highschool), Thessaloniki - Greece

Software

Adobe Creative Suite	<div><div></div></div>	Very Good
MS Office	<div><div></div></div>	Very Good
Open/Libre Office	<div><div></div></div>	Very Good
Inkscape Opensource Vector Design App	<div><div></div></div>	Good
CoffeeCup HTML Designer	<div><div></div></div>	Very Good
KompoZer Web Authoring	<div><div></div></div>	Good
Adobe Dreamweaver	<div><div></div></div>	Good