

Top Skills

Troubleshooting
Microsoft Excel
Refunds

Languages

Greek (Native or Bilingual)
English (Full Professional)

Data Entry Specialist at Amway

Summary

Dedicated and detail-oriented professional with a strong background in data management, customer service, and logistics. Possessing comprehensive experience in multinational settings, showcasing adaptability, meticulousness and a proactive approach to achieving organizational objectives.

Experience

Amway

Data Entry Specialist

January 2023 - Present (1 year 6 months)

Krakow Metropolitan Area

Accurately entered, updated, and maintained various types of data into company databases or information systems, ensuring data integrity and completeness for the markets of Greece, Finland, Denmark, Sweden, Norway, Germany, Austria and Switzerland.

Conducted regular audits and quality checks on entered data to identify and resolve discrepancies, ensuring consistency and accuracy across databases. Collaborated with other teams, other departments within ESSC and European Affiliates to gather necessary information or resolve data-related issues, fostering effective communication and teamwork.

Maintained confidentiality and security of sensitive information while adhering to data entry protocols and company policies.

eFood

Customer Care Agent

August 2021 - July 2022 (1 year)

Greece

Responded promptly and professionally to customer inquiries via phone, email, and live chat, ensuring high-quality assistance and resolving issues in a timely manner.

Provided comprehensive information, troubleshooting guidance, and support to customers and vendors, effectively addressing concerns and queries.

Managed a high volume of incoming customer calls, maintaining a friendly and helpful demeanor while adhering to company policies and procedures.

Documented customer interactions and feedback in the company's CRM system, ensuring accurate records and facilitating follow-up procedures as needed.

Collaborated with teams from different departments to escalate complex issues, in order to achieve resolution and customer satisfaction.

NATO

Assistant Logistics Manager

March 2020 - October 2020 (8 months)

Thessaloniki, Central Macedonia, Greece

Coordinated inbound and outbound shipments, managing logistics, negotiating contracts with carriers, and ensuring cost-effective transportation solutions.

Maintained accurate inventory records, monitored stock levels, and collaborated with suppliers to ensure timely replenishment while minimizing excess inventory.

Collaborated with multiple departments to streamline processes, optimize supply chain efficiency, and reduce costs while adhering to quality standards

Managed documentation and paperwork related to logistics, including invoices, purchase orders, and shipping documents, ensuring compliance with regulations and internal policies.

Battlenet Gaming Stations / Esports Venues

Customer Support Specialist

September 2018 - July 2019 (11 months)

Thessaloniki, Central Macedonia, Greece

Education

Queen Margaret University

Bachelor of Business Administration - BBA, Business, Management,

Marketing, and Related Support Services · (October 2015 - October 2019)

Macquarie University

Excel Skills for Business: Essentials, Business · (November 2023 - December 2023)