

Thomas Themis Tsimerlis



Customer Service Specialist, with over 6 years work experience, providing punctual, thorough and skilful support to employers. Self-motivated, reliable and effective Team-member, I aspire to achieve a comprehensive career progression towards a Trainer position.

Contact Information:

Email address -

thomas.themistocles@gmail.com

Mobile phone number- (00 30) 694 66 521 66

Languages:

- English Native Level
- Greek Fluent Level
- Spanish Advanced Level
- French Good Level

Work Experience

Teleperformance Hellas

Athens, Greece
July 2018
December 2022

Chat Sales and Service Specialist

Receiving inbound Chats by serving an international Client who majors on high-end electronics products. Providing Customers with technical specifications of Hardware and Software features, discussing shopping policies, pricing comparisons within cross-regional markets, explaining respective payment options and methods. Assisting Customers with online purchases, promoting Services, resulting in the successful Customer journey towards satisfaction and high value fulfilment of Key Performance Indicators, Business targets and product life-cycle.

Supporting Orders with exclusively optimised web tools through VPN, including but not limited to making Order changes, updating account information, resolving payment-related inquiries, creating assignments and requests to Seniors. Shipment and delivery management, communications and investigation processes. Returns procedures, refund-related inquiries to maintain Customer success and loyalty. Entry-level logistics to de-escalate customer complaints. Making correct referrals and warm transfers to other departments while continuously adapting to market trends, Client's requirements and Customers' needs prior to, during and beyond peak seasons.

Manassis Travel

Part Time Administrative Assistant

Athens, Greece
December 2016
July 2018
Customer Service. Making outbound telephone calls, proofread travel applications, assisted Products Manager in document and itinerary preparation, resulting in the release of 40 ESTA applications daily.

KAT Hospital

Part-time Translator

Athens, Greece
May 2017
September 2017
Proofread, edited and translated Hospital Union documents and manifestos from Greek to English, resulting in the promotion of employee and public relations.

Higher Education

BA Choreography major, BA Digital Arts minor

Dartington College
of Arts, England
September 2005
June 2007
Completed written and practical curriculum, leading to several academic, private and public workshops, shows and events. Learning and collaborating with Adobe Creative Suite, Max MSP, Blender, Logic Pro X and constructing Arduino-based multi-media installations. I took the role of Environmental Officer at the Student Union, which led to green initiatives within campus and premises.

Qualifications

- High school IB Certificate
- ECDL Certificate
- Language certificates
- College BA Honours Certificate
- Reference letters