

# 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](mailto: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.

#### **Manessis Travel**

Athens, Greece      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**

Athens, Greece      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      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
- College BA Honours Certificate
- ECDL Certificate
- Reference letters
- Language certificates