

## Albertos Sampach

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Date of birth: 04/05/1982

### EDUCATION

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07/2017	<b>OPEN UNIVERSITY OF CYPRUS</b> <i>MBA in Banking and Finance</i> <ul style="list-style-type: none"><li>Dissertation regarding a Statistical Analysis of Greek mortgage loans before and during the Economic Crisis (in Greek)</li></ul>	Nicosia, Cyprus
12/2006	<b>ATHENS UNIVERSITY OF ECONOMICS AND BUSINESS</b> <i>Department of Statistics</i>	Athens, Greece

### VOLUNTEER WORK EXPERIENCE

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2024	<b>POETRY EXPO 2024</b> <i>Poetry Writer</i> <p>3 poems I wrote in English were featured at the Poetry Expo 2024. <a href="https://www.versopolis.com/initiative/poetry-expo-24/content/1481/spiritual-connection">https://www.versopolis.com/initiative/poetry-expo-24/content/1481/spiritual-connection</a></p> <p>My short story written in English titled “Flowers of May”, which had been submitted on a literary contest, was distinguished and included in the collection Vividha 4.0.</p> <p>My short story written in Greek called “The meeting”, which had been submitted on an international literary contest, was distinguished and included in the collection “103 bright dewdrops”.</p>	
02 / 2022 – 06 / 2022	<b>LIFESTEPS.GR</b> <i>Freelance Writer</i> <a href="https://www.lifesteps.gr/author/albert-sabah/">https://www.lifesteps.gr/author/albert-sabah/</a> <p>Participation on the yearly cultural magazine : “Filologiki Protochonia” with a short story during the years : 2020, 2021, 2022, 2024</p>	Athens, Greece
2005 - 2007	<b><a href="http://WWW.CINEMASCOPE.GR">WWW.CINEMASCOPE.GR</a></b> <b>MODERATOR AND GLOBAL MODERATOR</b> <p>Website containing movie reviews and a separate forum</p> <ul style="list-style-type: none"><li>Promoted as a Moderator gradually reaching the position of one of the two Global Moderators</li><li>Continuously opening new topics for discussion</li><li>Proposing new ideas, handling crisis management, cleaning up inactive topics</li><li>Developing leadership skills by learning to understand various team opinions and members</li></ul>	Athens, Greece

### WORK EXPERIENCE

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05/2025 - today	<b>TTEC - BOOKING.COM</b> <i>Customer Service Representative</i> <ul style="list-style-type: none"><li>Communicating in Greek and English via incoming calls to help Greek customers who are facing issues with their reservations</li></ul>	Athens, Greece
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07/2024 – 05 / 2025	<b>WOLT</b> <i>Support Associate</i>	Athens, Greece
	<ul style="list-style-type: none"> <li>• Communicating in Greek and English via chat with the venues, customers and courier partners</li> <li>• If needed, may make short external calls</li> <li>• Exceling by using customer service, writing, teamwork and time management skills</li> <li>• Escalating cases appropriately, if needed</li> </ul>	
05/2020 – 10/2021 01/2022 – 12/2023	<b>PEOPLECERT.ORG</b> <i>Online Exam Center Representative</i>	Athens, Greece
	<ul style="list-style-type: none"> <li>• Supervising online Exams (300 – 400 per month)</li> <li>• Communicating with the candidates in English and other languages</li> <li>• Working as a part of a team</li> <li>• Sending emails through a CRM platform (120 – 200 per month)</li> <li>• Handling complaints</li> </ul>	
12 / 2017 – 10 / 2018	<b>PCSTEPS.GR</b> <i>Freelance Writer</i>	Athens, Greece
	<ul style="list-style-type: none"> <li>• Wrote technology articles</li> <li>• Reviewing apps (fuelGR), funny articles (Robot fails).</li> <li>• <a href="https://www.pcsteps.gr/author/althegreat82/">https://www.pcsteps.gr/author/althegreat82/</a></li> </ul>	

## FOREIGN LANGUAGES

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- Greek, native level.
- Excellent English, oral and writing, owner of Certificate of Proficiency in English.
- Good French, oral and writing, owner of Diplome de langue et de civilization Francaise
- Hebrew elementary.
- Chinese elementary.

## CERTIFICATIONS

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- Mastering Excel for Business [ **02 / 2024** ], issued by VELLUM.
- Green Digital Skills [ **02 / 2024** ], issued by INCO, LinkedIn and Microsoft.
- Certified Adult Education Teacher [ **04 / 2022** ], issued by EOPPEP.
- Certified Professional Secretary [ **02/2016** ] issued by ACTA.
- Inspiring and Motivating Individuals [ **02 / 2023** ] issued by University of Michigan.
- Organizational Behavior and Leadership [ **07 / 2023** ] issued by National and Kapodistrian University of Athens.

## SKILLS AND ACTIVITIES

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- Excellent PC Knowledge (Windows, Internet, Android, Chrome, Firefox).
- Excellent use of MS Office apps (Teams, CRM, Sticky Notes, Office, Skype, One Note)
- Statistical Packages: SPSS, MINITAB, R, Python
- Other Knowledge: SQL, Subtitle Workshop, Format Factory, Handbrake, MS Office, Notepad ++, VirtualBox, ERP, Wordpress, SEO, Yoast plugin
- Other Skills: Analytical and synthetic thinking, problem solving, Time management, Team management, Control, empathy, patience, drive on goal attainment, strong attention to detail, responsible, positive spirit, determination, cooperation, keenness, adaptability, common sense, high learning speed.
- Activities: meditation, theatre, reading and writing, cinema, hanging out with friends, personal training.