

Personal details

paradeigma@cvmaker.com.gr
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Characteristics

- Professional Behavior and Presentation
- Written and Verbal Communication Skills
- Organizational Skills
- Time Management and Prioritization
- Resourcefulness and Proactiveness

Skills

Microsoft Office Suite	—	—	—	—	—
Microsoft Windows 10	—	—	—	—	—
Operating office equipment	—	—	—	—	—
Customer Service	—	—	—	—	—

Languages

English	—	—	—	—	—
French	—	—	—	—	—
Italian	—	—	—	—	—

Anna Maria Charalampoy

My name is Anna Maria Charalampoy and I come from Ioannina. I have a Bachelor's degree in Tourism and Hospitality from the University of Piraeus and I have five years of experience as a receptionist in a luxury hotel. I am communicative, resourceful and proactive and able to handle all guests with patience and care. I am currently looking to grow my career in the international hotel sector.

Education and Qualifications

Department of Tourism Studies	Sep 2010 - Sep 2014
University of PiraeusPiraeus	
Tourism business management and marketing	
Human factor and total quality management in tourism businesses	
Finance, accounting and law in tourism businesses	
New technologies in tourism and information systems and decision support for tourism businesses	
Management of technology and Innovation in the tourism sector	
International economic and international tourism market	
Tourist consumer behavior and psychology	
Research and analysis of the tourist market	
Sustainable Tourism, e-Tourism and m-Tourism in the international environment	
Organization and management of hotel businesses	
Tourism development strategies and policies	
Preparation of business plans and specialization in matters such as special forms of tourism	

High School	Sep 2006 - Sep 2009
General High School IoanninaIoannina	

Work experience

Receptionist	Sep 2017 - May 2022
General Hotel Ioannina - Ioannina	
Reception of visitors with the appropriate greeting, reception, guidance and announcement	
Answering, screening and forwarding incoming phone calls	
Receiving, sorting and distributing mail/deliveries	
Greeting and welcoming guests upon entering the offices	
Directing visitors to the appropriate person and office	
Keeping the reception area tidy and presentable, complete with necessary stationery	
Providing basic and accurate information in person and by phone/email	
Maintaining office security by following security procedures and controlling access through front desk	
Ordering front desk supplies and maintaining inventory records	
Updating calendars and scheduling meetings	
Travel and accommodation planning, and preparation of related bulletins	
Maintaining an up-to-date record of office expenses and expenses	

Achievements

- Introduced a new breakfast and brunch menu for guests, resulting in a 80% higher satisfaction rate
- Co-created and implemented a refreshed guest approach, resulting in a 12% higher Net Promoter Score
- Initiated a VIP loyalty program, resulting in a 75% higher retention rate