

ELENI GOUNTANI

INFO

ADDRESS

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EMAIL

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DATE OF BIRTH

13/10/1984

LINKS

[LinkedIn Profile](#)

SKILLS

Microsoft Windows and Mac OS X user

Microsoft Office (including Excel, Word & PowerPoint)

ERP

LinkedIn

Ability to Multitask

Loyal and Discreet (maintain confidentiality)

Analytical and Problem-Solving skills

Dedicated team player

Customer Oriented

Communication Skills

Highly Organized

LANGUAGES

English

● ● ● ● ○

German

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EMPLOYMENT HISTORY

Project Manager, Paspартu Translation Services

Athens, Greece

Feb 2016 – Present

- Sourcing the appropriate translation team for each project.
- Administering technical and non-technical resources to translation team (tools, documentation, specific instructions etc.).
- Liaising with translators, revisers, reviewers, DTP specialists & service providers.
- Supervising simultaneously the progress of all assigned projects to ensure timely delivery and compliance with QA standards.
- Communicating with clients for project details, delivery & issue resolution.

Business Development Assistant, Paspартu Translation Services

Athens, Greece

Feb 2015 – Feb 2016

- Identifying new development opportunities, by attracting new clients & expanding existing clientele.
- Participating in day-to-day operations of the department.
- Administering through all stages of different business development campaigns & ventures.
- Reaching existing & potential customers through different communication channels to discover, discuss and suggest ways to cover their translation services' needs.
- Organizing and attending industry exclusive events and trade fairs to introduce & promote the company's valued services.
- ERP, data entry & management of customer data base.
- Participating in the company's marketing plan development.

Senior Technical Advisor, Apple- Teleperformance

Athens, Greece

Jan 2013 – Feb 2015

- Technical & non-technical support provision on Apple mobile devices for English & Irish customers.
- Issue classification & recording on client's database.
- Active implementation of customer satisfaction strategies aiming brand strengthening.
- Follow-up on cases until issue resolution was achieved.
- Training customers on device & services usage.
- Consecutive achievement of personal KPI goals leading to numerous received bonuses.

Educational Events Supervisor/ HR Administrator, Kivotos Events

Athens, Greece

Apr 2009 – Dec 2011

- Supervision of the entire educational workshop portfolio.
- Managing day to day events operations.
- Tools & databases development for employee recruitment, payroll & attendance.
- Creative design induction & training programs.
- Employee recruitment, pre-selection screening.
- Office administration duties.

HOBBIES

Travelling, Yoga practice,
Hand-crafts, Literature
reading, Long-distance
walking

Production & Administration Assistant, British American Tobacco

Guildford, UK

Sep 2008 – Mar 2009

- Liaising with project manager and production operatives.
- Managing own workflow, technical production of documentation and associated administration.
- Quality control of all documentation leaving department.
- Database management/ maintenance.
- Reporting to production manager on progress and future workload strategy.
(fixed term position through Huntress Group)

Educational Events Administrator, Kivotos Events

Athens, Greece

Oct 2004 – Jul 2008

- Implementing all educational events for visiting school groups.
- Supervision of day to day events operations.
- Office administration duties.

EDUCATION

University of Surrey, MSc in Human Resources Management

Guildford, UK

Oct 2008 – Oct 2010

Part-time course

Panteion University, Sociology

Athens, Greece

Oct 2002 – Oct 2019

EXTRA - CURRICULAR ACTIVITIES

Volunteer HR & Project Manager, Epanekkinisis.gr

Athens, Greece

Mar 2017 – Sep 2017

Among others, I had the opportunity to help with and improve the following:

- Volunteer recruitment life-cycle management
- Applications' screening
- Candidate interviewing
- Job descriptions' creation
- Liaising with division leaders for volunteer development needs
- Volunteer activity monitoring

Increased HR volunteers' involvement by developing a cloud-based administration system. This allowed volunteers to work remotely and spend more time performing their tasks. This new way of working allowed more effective collaboration between HR and other divisions, resulting the expansion of Epanekkinisis with more active and engaged volunteers.

INTERSHIPS

Housekeeping Supervisor, Athens 2004- Olympic Games

Athens, Greece

Jun 2004 – Aug 2004

- Supervising and organising the works and duties of housekeeping services agency's staff hired by "Athens 2004".
- Dealing with emergencies concerning the maintenance and proper function of residential facilities.
- Other administrative duties.