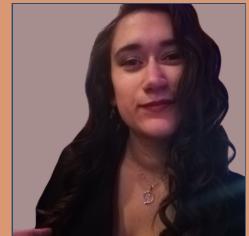


Stamatia Gitsa

Cabin Crew

Thessaloniki, Greece | +306986834744 | matinagitsa98@gmail.com



Summary

I have given whole of my student years to **volunteering** experiences in order to broaden my horizons through helping others having a better life and find their passion. Having worked in different background jobs I realised that above all, the **customer**, is a person with needs to fulfill but in the best possible way and that's what I love to do. In addition, I can't imagine myself without travelling and meeting new cultures, so the combination of those two led me to the conclusion that aviation industry is the ideal fit for me.

Core Competencies

- Communication
- Solution oriented
- Leadership
- Project Management
- Time Management
- Customer Relations
- Presentation Skills

Education

Bachelor on Business Administration

2016 - 2021

University of Macedonia

Marketing orientation. Attended classes of:

- Tourism, international and events marketing, e-marketing, research, services and B2B marketing
- MIS, ERP basics, accounting basics, e-business, advertising, branding
- HR and business management

RURAL WOMEN ENTREPRENEURSHIP

16/09/2019 - 21/09/2019

Erasmus+ Project

Letur, Spain

The overall aim and specific objectives of the project:

This **Training Course** was made to develop knowledge, tools and skills for leaders and youth workers who work with this specific group: **women from rural areas** who fight against social exclusion, poverty, unemployment.

Restarting up

22/11/2019 - 30/11/2019

Erasmus+ Project

Imperia, Italy

- 1.Improving the know-how in the **social entrepreneurship**, through exchange best practices during 7 days of training;
- 2.Increase no. projects/social businesses (involving disadvantaged young people), through entrepreneurial skills / European funds, as well as through financing consultancy,
- 3.Developing the **organizational capacity** of the partners through exchange of best practices and **international cooperation**, promotion and dissemination of the created materials and specific activities (workshops).

languages

Greek



Native

English



B1

Spanish



B2

Technological skills

- Microsoft Office (Proficiency-C1)
- MICROS POS System

Certifications

- **Effective Communication:** Business Writing, Graphic Design, and Successful Presentation Specialization (University of Colorado Boulder)
- Fundamentals on **Digital Marketing** (Google Digital Workshop)

Achievements

- **Independence**—Since I was 18 years old, I stand **on my own feet**. I work for my living and I manage to achieve my goals and dreams all by myself.
- **World citizen**—Having worked for 2 years in AIESEC, was communicating on a daily basis with people from **around the globe**, that gave me the opportunity to proudly call myself world citizen.

Passions

- Travelling
- Sports
- Volunteering

Professional Experience

Cabin Crew Member 01/07/2022 - 31/12/2023 (Contract expiration)

Aegean Airlines

- Ensure **safety** and comfort to passengers and aircrew
- Monitor, manage and **secure** the cabin
- Conduct safety **checks** before the flight
- Adhere to all aviation **rules** and regulations
- Greet, **communicate** and serve food/drinks to passengers

Head waitress 01/06/2021 - 03/10/2021 (Contract expiration)

Liostasi Hotel & Suites*****, los island

- **Housekeeping** in the pool area and check/renew the towels
- Prepare restaurant and serve **breakfast**
- Prepare restaurant accordingly and serve launch (**Fine dining**)
- **Consultation** about the menu (both drinks and food)

Junior Marketing 01/01/2021 - 31/05/2021 (Contract expiration)

Executive (Internship)

Ioniki Sfoliata SA

- Find suitable suppliers for **marketing materials** (flags, business cards etc.) and do the orders
- Maintain and improve website, **social media** and its content
- **Create social media guide** (book-presentation) for customer use
- **Copywriting** internal and external newsletters, articles, press release, letters for the customers and any other copywriting type that needed
- **Competition analysis**

Head waitress / Barwoman 2018 - 2020 (Covid Lockdown)

Sante espresso bar

- Responsible for the **customer service**
- Make **beverages and drinks** (morning or night shift)
- Preparation **fast food** (club sandwiches, toast etc)
- Check the storage and order what's missing for the next day (drinks, napkins etc)
- Responsible for the **overall picture** of the store (lighting, music, cleaning, people)

Supervisor 2016 - 2019 (Seeking more "social" job)

Greenhouse "Flowers Gitsas"

Working for our family business and have to coordinate many tasks and people at the same time.

- Responsible for **human resources'** tasks, organizing their weekly schedule of work and any issue they may occur
- **Selling flowers** to flower shops from a variety over 100 species.
- **Gardening**, in the part of blooming and growth of flowers.
- **Flower decoration** in weddings, baptism, graduation, proposals etc

Volunteering

National Support Team 01/03/2018 - 30/06/2018 (Term expiration)

Member for Customer
Experience

AIESEC

- Prepare **educational material** that shared with all Local committees, on how to help the customer get a full and good experience
- Prepare **tracking materials** and share them with all local committees in order to help them track their customer's satisfaction
- **Check the data** nationally about customer satisfaction score and help in-depth local committees that need it more.

- Weekly meetings with local committee's managers to ensure their **customer satisfaction** completed as much as possible and if needed any further help

Local Committee Vice President in Outgoing Global Volunteer Program

AIESEC

AIESEC is an international, non-governmental youth-run organisation that provides young people leadership development and crosscultural global internship, with a focus to empower young people so they can make a positive impact on society.

- **Overall responsible** of the sector, at University of Macedonia and be accountable to the national supervisor
- **Manage** a project manager and a **team** of 4
- Make **international relations** happen (cooperate with universities from all over the world)
- **Represent** AIESEC in national and international events

Project Manager in Business to Customer sector 01/09/2017 - 30/01/2018 (Term expiration)

AIESEC

- **Coordinate** a team of 4 (delegate tasks, organise team meetings etc)
- **Presentation** about AIESEC's programs at university amphitheater (**200 people audience**)
- **Tracking** and **managing performance**
- Responsible for on ground and inbound marketing promotion
- **Create** engage with AIESEC events
- **Represent** AIESEC in events

Recruitment team member 01/06/2017 - 30/08/2017 (Term expiration)

AIESEC

- **Promoting** the openings.
- **Collecting applications** and CVs.
- **Contacting** all applicants for **interview**.
- **Prepare assessment** for successful ones.
- **Managed recruiting** **five** new members and cover the openings.

Team member in Outgoing Global Volunteer Program 01/01/2017 - 30/06/2017 (Term expiration)

AIESEC

- **Organise guerilla marketing** for customer attraction
- **Contact interested customers**, book an appointment and inform them about the program
- **Sell** the program and help them with the process afterwards (book tickets for their trip, visas and whatever needed for the process)
- **Meeting** with the **hosting committee** to ensure that everything is alright and ready for the customer to go there
- **Conduct** an educational **seminar** to prepare the customer-volunteer for the experience that it's about to go through in the other country (attendees: 70)

