

Rafailidi Varvara

SALES / ACCOUNT MANAGER

Experienced in customer relations with a passion for overcoming challenges and continuous learning. A quick learner with an adaptive mindset and a team player orientation.

EDUCATION

Bachelor's Degree in Philosophy-Pedagogy, Aristotle University

Master's Degree in Digital Marketing, Democritus University of Thrace

CERTIFICATES

- Digital Marketing Specialist 2023, Aegean University
 - Search Engine Optimization (SEO)
 - ERP, Website, Social Media
 - ECDL - Basic User Certificate
 - Advanced Certificate in English Language
 - Intermediate in French Language
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EXPERIENCE

Sales Officer *BoxNow* | November 2023 - Present

- Management and organization of external affiliate sales contractors
- Responsible for the launch and QA of self-service supplementary procedures for new customers in collaboration with the IT department
- In charge of Account Management for a large number of small and medium accounts involving customer relations, promotions, sales optimization
- Familiarity with sales oriented and communication platforms (Omni, Jira, Entersoft CRM)
- Involvement with email marketing campaigns and platforms.

Call Center Agent *BoxNow* | February 2023 - October 2023

- Proficiently handle inbound/outbound calls and emails with a remarkable 93% success rate per month.
- Expertly address customers' requests and complaints, ensuring their satisfaction.
- Efficiently manage trouble cases, utilizing tools like Jira ticketing for flagged interactions.

E-commerce/ERP Coordinator *Pet Panic* | August 2022 - January 2023

- Orchestrated digital and phone order management, optimizing efficiency.
- Coordinated warehouse operations seamlessly.

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- Proficient in using software and platforms like Soft1 and Magento for streamlined processes.

E-commerce Manager / Website Management *Home Biology* | 2019 - 2022

- Sales officer for both private and small to medium business customers
- Mastered order management, providing exceptional customer support and overseeing website operations.
- Utilized Union (ERP) and Joomla (Web) platforms for an organized and visually appealing website.

Early Career Experience

- *School Bus Escort*, International Montessori School of Athens | 2018 - 2020
- *Nursery Worker*, Public Nursery School | 2018