



# Vangous Miskas

📞 Phone number: (+30) 6955179898 ✉ Email address: [vangousmiskas@gmail.com](mailto:vangousmiskas@gmail.com)

📍 Home: Kalamaria, 55131 Thessaloniki (Greece)

## ABOUT ME

---

Political Science graduate with many years of experience in polling research and customer service. Possessing a strong background in customer support and operational roles, I am dedicated to delivering exceptional results and contributing to the success of any team or organization. I demonstrate excellent communication and problem solving skills, as well as bring efficiency and improvement to every project, aiming at organizational success.

## WORK EXPERIENCE

---

### Service Specialist - Operational Team leader

*Lyconet M.I.K.E* [ 08/02/2021 – 03/11/2023 ]

City: Thessaloniki | Country: Greece

- Providing business advice and other management advice to small and medium enterprises and clients
- Portfolio, PR, communication activities
- Provide customer service via mail, chat and telephone communication
- Providing support through informative business events and seminars
- Translation of advertising, legal and corporate texts
- Business support through Affiliate Marketing
- Oversee the work of team members, ensuring tasks are completed accurately and on time.
- Provide direction, support, and guidance to the team.
- Manage scheduling and workload distribution.

### Researcher – Online Political Research of Hellenic National Election Studies (ELNES)

*Aristotle University of Thessaloniki* [ 01/07/2020 – 31/07/2020 ]

City: Thessaloniki | Country: Greece | Website: <https://epolls.gr/>

- Conducting online political research as part of a university project
- Collection of quantitative data for analysis
- Conducting interviews as part of research

### Researcher - Public Opinion and Research Unit

*University of Macedonia* [ 01/12/2018 – 30/07/2020 ]

City: Thessaloniki | Country: Greece

- Conducting surveys through individual interviews of a wide variety of topics including national elections, political and social issues

### Researcher – Market Research and Polling Company

*Palmos Analysis IKE* [ 12/04/2014 – 01/09/2016 ]

City: Thessaloniki | Country: Greece

- Conducting a wide variety of online surveys through individual interviews on behalf of political parties, private and public organizations, Chamber of Commerce and Industry

### Photographer - Event Assistant

[ 01/05/2016 – 01/09/2016 ]

City: Korce | Country: Albania

- Receptions
- Events

## EDUCATION AND TRAINING

---

### Political Scientist - Bachelor in Political Sciences

*Department of Legal, Economic and Political Sciences - Aristotle University of Thessaloniki* [ 01/12/2017 – 31/12/2020 ]

City: Thessaloniki | Country: Greece | Website: <https://www.polsci.auth.gr/>

### Political Scientist - BA in Social Politics and Political Science - Majoring in Political Science

*Faculty of Social, Political and Economic Sciences - Democritus University of Thrace* [ 01/09/2013 – 31/10/2017 ]

City: Komotini | Country: Greece | Website: <https://polsci.duth.gr/>

### High School Graduate

*2nd General Lyceum of Kalamaria* [ 01/09/2010 – 31/05/2013 ]

City: Kalamaria, Thessaloniki | Country: Greece | Website: <http://2lyk-kalam.thess.sch.gr/>

## LANGUAGE SKILLS

---

**Mother tongue(s):** Albanian

### Other language(s):

Greek	English
LISTENING C2 READING C2 WRITING C2	LISTENING C2 READING C2 WRITING C2
SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2	SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

### Italian

LISTENING C2 READING C1 WRITING B2  
SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

---

ECDL Certificate / Windows / Microsoft Office (MS - Word, MS - Excel, MS - Access, MS - Power Point) / Online Survey Tools (e.g. EUSurvey, LimeSurvey, SurveyMonkey) / Map Info / IBM Statistical package for Sciences (SPSS) / Adobe Creative Cloud: Lightroom, Photoshop / Graphic Design (Adobe Spark, Photopea, Canva)

## DRIVING LICENCE

---

**Driving Licence:** B

## CONFERENCES AND SEMINARS

---

[ 21/05/2024 – 14/06/2024 ] Thessaloniki

**Social Marketing and Digital Marketing** Training in high-level content creation for the most widely used social media and digital platforms, with the goal of advanced understanding marketing fundamentals.

[ 14/05/2024 – 14/07/2024 ] Thessaloniki

**Terminology and Translation of European Union Texts** Intensive and highly specialized hand-on translation and terminology program, focused on the European Union terminology.

## MANAGEMENT AND LEADERSHIP SKILLS

---

**Planning and Organization** Creating detailed plans to achieve specific goals, either related to day-to-day work, or the job position itself.

**Time Management - Goal setting** Having had different roles and multiple tasks assigned, it helped me efficiently manage time and prioritize tasks, which led to a clear job vision and helped me constantly set achievable goals.

**Communication** My experience as a researcher in the survey industry and customer service specialist, together with my studies and language knowledge, have made possible to effectively convey information and ideas, develop concise oral and writing skills, and work efficiently in multicultural groups.

**Adaptability** As a flexible person and open to change, it has helped me in handling a variety of (multiple) tasks at the same time, effectively.

**Integrity and Ethics** Beyond the professional skills, I believe that demonstrating honesty and strong moral principles, plays a crucial role in accomplishing personal and group goals.

## **COMMUNICATION AND INTERPERSONAL SKILLS**

---

**Active Listening** Fully concentrating, understanding, responding, and reflecting on what's being said, as well as retaining the information for later.

**Presentation and Speaking Skills** Delivering information clearly, confidently and engagingly in front of an audience. Speaking with clarity and conciseness to avoid misunderstandings.

**Feedback** Giving and receiving constructive feedback. Asking questions to gain more information and clarify understanding.