

Eleni Kertou



Contact

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Personal Information

Date of birth: 29/12/1996

Nationality: Greek (EU Citizen)

Languages

Greek: Native language
English (fluent)

Software

Microsoft office
(Excel, Word, Power Point, Outlook)

Personal Skills

- Responsible
- Supportive
- Motivated
- Fast learner
- Team player
- Solution-oriented
- Communication Skills
- Adapting to changing circumstances
- Effectively managing multiple projects

Dependable, highly organized and hard-working Psychologist is eager to advance her skills in the field of Human Resource Management. Educated to bachelor's and master's level degree as well as having experience in customer service and employees' training, she has the ability to work under pressure and deal with any issue in a thoughtful yet quick manner.

Knowledgeable professional with outstanding communication skills and abilities to attend to the needs of both employees and the organization. Gifted motivator with a positive work ethic accumulated through a breadth of work. Forward-thinking multi-tasker that can analyze situations and successfully address problems. The combination of my educational background and work experience over the years makes me an ideal applicant for this position.

EDUCATION

**Msc Business Administration:
Human Resource Management**
Vrije Universiteit Amsterdam

09/2021- Present

Courses

- Recruitment and Selection
- Performance Management
- Talent development and Analytics
- Contemporary Careers and Organizations
- The Changing Human Resource Management Environment
- Business Ethics

Master Thesis (In progress): «The influence of Greek Self-initiative expatriates' experiences on employability». Supervisor: Giovanna Silveira Milani.

BSc Psychology

Aristotle University of Thessaloniki, Thessaloniki, Greece

09/2014-07/2019

Final Grade: 7.23

Bachelor Thesis (Grade 9): «Socializing with colleagues after work is done: Its role for recovery experiences and work engagement». Supervisor: D. Xanthopoulou.

WORK EXPERIENCE

Head Waitress

Sikyon Coast Hotel & Resort, Xylokastro, Greece

06/2020-08/2021

- Shift manager
- Training staff
- Supply management
- Ensuring that the front of the house is clean and tidy
- Till management

Salesperson**11/2019-05/2020**

Fysis Patisserie, Athens, Greece

- Shift manager
- Training staff
- Supply management
- Till management
- Customer service

Waitress**06/2019-09/2019**

Bella Mare Hotel, Corfu, Greece

- Serving customers
- Training staff
- Ensuring that the front of the house is clean and tidy
- Till management

Psychology Internship**04/2018-06/2018**

Community Mental Health Center for Children and Adolescents ("G. Papanikolaou Hospital"-P.H.T. Organic Unit Psychiatric Hospital of Thessaloniki), Thessaloniki, Greece

- Participation in psychotherapy sessions
- Helping children and youths with special needs in the therapeutic sessions
- Observation of diagnostic and therapeutic sessions with psychologists, occupational and speech therapists
- Training and application of psychometric test WISC-III with supervision