

MILENA SEVO

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OBJECTIVE

Experienced in the Tourism Industry since 2016 but also very skilled in customer service with a demonstrated history, I am a highly motivated person with strong desire to grow professionally. Positive, dynamic and “never give up” attitude and prompt adaptation in dynamic and modern working environment.

EXPERIENCE

April 2016 – Present

Flight Attendant

Aegean Airlines, Athens

- ◆ Provision of excellent service to passengers while ensuring their comfort and safety.
- ◆ Preparation and service of in-flight meals, as well as execution of safety and security procedures during emergencies.
- ◆ Management of in-flight sales activities and maintains cabin cleanliness according to airline standards.

February 2015 – April 2016

Sales & Customer Assistant

Women's Secret, Athens

- ◆ Handle cash, credit or check transactions with customers
- ◆ Issue change, receipts, refunds and taxfree receipts.
- ◆ Count money in cash drawers at the beginning and end of shifts
- ◆ Delivering sales, outstanding customer experience, and operational expectations

June 2014 – January 2015

Administrative Secretary

Ethniki Asfalistiki, Athens

- ◆ Coordinate the efficient running of the manager diary schedule to ensure smooth day to day operating
- ◆ Responsible for co-ordinating Board meetings – agenda setting, circulating pre-reading and presentation materials, tracking board actions

EDUCATION

IEK ALFA

2021-Present

Maritime Studies

IONIAN UNIVERSITY

2012-2016

Bachelor degree of Foreign Languages, Translation & Interpreting

KEY SKILLS

- ORGANIZATION
- ◆ SOCIAL MEDIA
- ◆ CUSTOMER CARE
- ◆ COMMUNICATION

August 2013 – January 2015

Direct Sales Representative

Alpha Bank (CITIBANK), Athens

- ♦ Developed new business prospects in specific geographic areas through cold calls.
- ♦ Interaction with existing customers to increase sales of the bank's products and services.

December 2007 – October 2011

Sales & Customer Assistant

Staff Jeans & Co, Athens

- ♦ Handle cash, credit or check transactions with customers
- ♦ Issue change, receipts, refunds and taxfree receipts.
- ♦ Count money in cash drawers at the beginning and end of shifts
- ♦ Delivering sales, outstanding customer experience, and operational expectations

FOREIGN LANGUAGES

GREEK: Native Speaker

ENGLISH: Advanced

SPANISH: B2 Degree (Dele)

RUSSIAN: Basic Level
