

# YIONNY ENRIQUEZ RAMOS



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☎ 6983697545

📍 Athens, Greece

## 🚀 SKILLS

Active listening

Fast thinking and adaptability

Persuasion and negotiation

Clear verbal communication

Positive and professional attitude

Efficient problem-solving

## ❤️ INTERESTS

Tourism and cultural exchange

Learning languages

Team collaboration

Helping others

## 🗣️ LANGUAGES

Spanish (Native)

English (Level B2)

Greek (Level A1)

Russian (Level A1)

## 🎯 OBJECTIVE

Seeking opportunities in hospitality or customer service in Greece, leveraging my language skills and dedication to high-quality service.

## 📁 EXPERIENCE

**Customer Care Representative** February 2022 - July 2025

Teleperformance Greece

- Provided customer service and sales support to Spanish-speaking clients across various projects.
- Maintained high client satisfaction and handled inquiries with efficiency and professionalism.

**Customer Care Representative** October 2022 - December 2022

B2C & B2B Sales B2B Hellas

- Delivered information support related to financial markets to Spanish-speaking clientele over the phone.
- Handled both business and individual client needs.

**Customer Care Representative** July 2019 - October 2021

B2C Sales Shop-Online

- Sold cosmetic and health-related products to Spanish-speaking customers.
- Provided personalized support to enhance the customer shopping experience and boost conversion rates.

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## Customer Care Representative

B2C Sales Feria

- Sold handmade textile products such as clothing and shoes.
- Built customer trust through tailored product suggestions and after-sales support.

## Cleaning Assistant

Airbnb in Kolonaki, Athens

- Daily maintenance of a luxury apartment with hotel-level standards.
- Deep cleaning of bathrooms, kitchen, and common areas.
- Room preparation for new guests, including linen changes and restoration.

## Waiter

Traditional Greek Restaurant, Athens

- Provided attentive table service in a fast-paced, high-volume environment.
- Took customer orders, served food and beverages, and ensured guest satisfaction.
- Maintained cleanliness and organization of dining area and assisted with other duties.
- Communicated effectively with kitchen staff to ensure timely and accurate service.



## EDUCATION

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### Bachelor of Economics

University of Havana, Cuba



## PRESENTATION

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Motivated and reliable individual with experience in Customer Service, sales, and administrative services. Native Spanish speaker with intermediate English skills. Quick learner and quick at delivering excellent customer service in multicultural environments.