

Elisabeta Vela

Gedemte Zalmhaven 623, Rotterdam, The Netherlands

■ +30 6985887518 | ✉ ■ velaelisav@gmail.com

Nationality: Greek | Date of Birth: 26 April 2001

PROFESSIONAL SUMMARY

Empathetic and customer-focused professional with over three years of experience in hospitality and client service, now pursuing a Master's in Social Inequalities at Erasmus University Rotterdam. Skilled in responding to customer inquiries via email and chat, tracking and resolving issues through digital tools, and collaborating with cross-functional teams to ensure excellent service. Demonstrated success in maintaining over 95% customer satisfaction and improving team efficiency by 20% through effective communication and coordination.

KEY SKILLS

Customer Support & Email Communication

Issue Tracking & Problem Resolution

CRM & Ticketing Tools (Zendesk, HubSpot, or similar)

Cross-Team Collaboration

Time Management & Multitasking

Positive and Empathetic Communication

Conflict Resolution

Remote Work & Self-Management

English (Proficient) | Greek (Native) | Albanian & Turkish (Good Command)

PROFESSIONAL EXPERIENCE

Baracoa Restaurant – Skiathos, Greece

Waitress & Customer Relations Assistant | Jun 2025 – Sep 2025

Handled communication with over 150 daily guests, responding to inquiries and feedback via in-person and digital channels.

Tracked and resolved 100% of reported guest issues within 24 hours using digital tools.

Collaborated with management and service teams to improve guest satisfaction scores by 15%.

Represented the company with professionalism and a consistently positive attitude.

Bianco Nero Restaurant – Kos, Greece

Waitress & Supervisor | Jun 2024 – Sep 2024

Led and supported a team of 12 staff members to deliver top-tier service to 200+ customers daily.

Resolved customer concerns efficiently, maintaining a 95% satisfaction rate based on feedback cards.

Coordinated with kitchen and bar teams to improve service flow, reducing order delays by 25%.

Marina Yacht Club – Lesvos, Greece

Waitress & Restaurant Supervisor | Nov 2022 – Aug 2024

Supervised 10+ employees in a fast-paced environment serving 250+ customers per day.

Resolved over 30 guest inquiries per shift, recording all feedback through digital tools.

Implemented service standards that increased repeat customer visits by 20%.

Provided clear, polite, and solution-oriented communication in English and Greek.

Lagrange Bar – Veroia, Greece

Waitress | Feb 2021 – Feb 2022

Delivered friendly and efficient service to 150+ daily customers in a high-volume bar.

Recognized twice as 'Employee of the Month' for exceptional communication and teamwork.

Maintained 100% order accuracy under pressure during peak hours.

A.L.M.E Product Factory – Veroia, Greece

Product Inspector | Aug 2020 – Sep 2020

Inspected over 500 products daily ensuring compliance with quality and safety standards.

Reduced quality control errors by 10% through improved inspection procedures.

EDUCATION

Erasmus University Rotterdam, The Netherlands

Master's in Social Inequalities | 2024–Present

University of the Aegean, Greece

Bachelor's in Social Anthropology and History | 2019–2023

Thesis: "Social Integration and Cultural Identity Among Refugee Communities in Greece."

VOLUNTEERING

Kipseli AMEA – Lesbos, Greece

Intern Social Worker | Sep 2023 – Oct 2023

Collaborated with multidisciplinary teams to support inclusion activities for children with disabilities.

Improved engagement levels by 30% through interactive learning sessions and communication with families.

Private Tutoring – Lesbos, Greece

English Tutor (Ages 8–12) | Aug 2023 – Oct 2023

Delivered customized English lessons that increased student test scores by an average of 25%.

TECHNICAL TOOLS

Microsoft Office Suite | Google Workspace | CRM/Ticketing Systems | Email Support Platforms |

Remote Collaboration Tools (Slack, Zoom, Trello)

HOBBIES & INTERESTS

Traveling, cultural exchange, cooking, skiing, and music.