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PERSONAL INFORMATION



- Surname/Name: **Perikleidaki Anna**
- Date of Birth: **29th April 1979**
- Place of Residence: **27 Char. Trikoupi str.
Glyfada.**
- Marital status: **Single**
- Contacts: **Tel.213-0289607 Mob.6972323373**

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DIPLOMAS

- **2000 Advanced Course Diploma – IATA/UFTAA.**
Acquirement of Title “INTERNATIONAL TRAVEL
CONSULTANT – IATA/UFTAA”.
- **1998 Standard Course Diploma – IATA/UFTAA.**
- **1997 Diploma Of General Lyceum**

FOREIGN LANGUAGES

- **English:** Certificate of Proficiency in English – University of Cambridge. Excellent written and oral skills.
- **Spanish:** Diploma de Espanol (Nivel Intermedio) – Instituto Cervantes & continuation of studies for the examination of Nivel Superior.
- **France:** Diplome d’etudes en langue Francaise (Delf 1) – Institut Francais d’Athenes.

GENERAL KNOWLEDGE

- **Global Distribution Systems**
 - **Amadeus** Advanced Ticketing Course: Advanced knowledge.

- **Gabriel:** Advanced Knowledge
- **Galileo Basic Course:** Basic Knowledge.
- **Sabre Basic Course:** Basic Knowledge.

- **Educational Programs** by Winning Marketing & Aegean Airlines.
 - Seminar A: **Corporate Identity and Customer Care**
 - Seminar B: **Advanced Telephone Skills**
 - Seminar C: **Management**

- **Computer Knowledge**
 - **MS Windows** XP, Vista
 - **MS Office** 2007, XP & Pro (**Word, Excel, Outlook**)
 - **Internet, E-mail**
 - **Seminar by OAED for computer skills**

WORK EXPERIENCE

- (2005 – 2014): **Esser Travel S.A**
 - **Travel Consultant (2006-December 2014)**

Air ticket reservations, Ticket issuance and other Travel Services as Hotels, Congresses etc. in all the world since the accounts are mostly foreign clients.
 - **Accounting Department (2005-2006)**

Agreement of Daily Financial Records.

Client accounts and monthly issuance of Financial and Commercial Reports.

BSP agreement and settlement.

Ticket refunding.

- (2000 – 2005): **Aegean Airlines**
 - Manager of Athens Town office Ticketing and PTA department.
 - Supervising of the ticket counter as well as instructor and support desk for the Accounting – Logistic System “Travel

Force 2000 – Panasoft” (Airline Edition).

- Ticket desk – Ticket issuance (Customer Care, Agent discount tickets, Group Tickets, Pta desk, agreement of every day financial records etc.)
- Reservation department.

▪ (1999 – 2000): **Air Greece**

- Supervisor of the Reservation and ticketing department & Group Desk.
- 3 Month practice in East Terminal of Athens Airport.

OBSERVATIONS

Excellent knowledge of IATA ticketing rules. Hard Working, team spirited and Customer oriented. Used to work under pressure and materialize multiple tasks.