

# Karachalios Spyros



## Profile

About me :

Operations & Customer Success Professional with 6 years of experience in security operations, team coordination, and client communication. Tech-savvy with strong organizational and problem-solving skills. Experienced in stepping into supervisory roles, liaising between management, staff, and external partners. Seeking opportunities in Operations, Customer Success, Project Coordination, or HR.

## Contact



Cellphone : 6979630362



spyr.karachalios@gmail.com



Athens, Ag. Dimitrios 17343

## Experience

### Operations Coordinator

2019 – Present

*Spartan Security / Athens*

- Supervised central monitoring operations and stepped in for Supervisor as needed.
- Coordinated communication with clients, installers, and internal teams to resolve issues.
- Acted as liaison between management and operational staff.
- Trained new staff on operational protocols and customer communication.
- **Key Achievement:** Improved incident resolution time by 30%

### Accounting Assistant – Military Service

2016-2017

*E.K.E.M.Σ. / Athens*

- Assisted in bookkeeping and financial reporting.
- Enhanced organizational and process management skills.

### Customer Service / Hospitality

2010-2016 & 2017-2019

*Varius Employer*

- Delivered high-level customer service in fast-paced environments.
- Developed teamwork, multitasking, and leadership skills.

## Skills

- **Operations Management**
- **Customer Success / Account Management**
- **Project Coordination**
- **HR & People Liaison (transferable)**
- **Problem Solving & Incident Resolution**
- **Team Coordination / Shift Supervision**
- **Tech-savvy (Digital Tools, MS Office, Hardware)**

## Education & Certifications

- **Diploma in Operations and Supply Management - Alison**
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- **Diploma in Customer Service - Alison**
- **Diploma in Global Digital Literacy - Alison**
- **Diploma on Human Resources (HR) - Alison**

## Languages

- **English – B2 (Cambridge)**