Effrosyni Souvermezoglou

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I am an enthusiastic and ambitious professional, and I am seeking to channel my academic successes in Business Administration (BA) and Curating (MA) into a professional career. I have a variety of professional experiences working in administration, customer service, research, art exhibitions, hospitality and tourism. My organisational and communication skills along with my positive attitude are the key components of a prosperous development in a workplace. I am a friendly, multitasking, reliable, and trustworthy team player who pays meticulous attention to detail, has excellent time management, and makes decisions in her own initiative. I am confident that my diverse background and experiences will contribute to my success at your organisation.

Professional History

OPERATIONS SPECIALIST | CITY CONTACT Ltd | ATHENS, GREECE | JUNE 2024 – NOVEMBER 2024

- At this role, I worked as an operations specialist for the Athens Walking Tours that organise historical and cultural, gastronomical, private and small group walking tours.
- I was responsible to carry out all the daily administration tasks that ensured an excellent customer service, such as:
  -Answering the clients' questions and requests for the tours via phone, messages, and emails.
  - Promoting and booking tours (sales).
  - Arranging transfers and dealing with the resellers and third parties for the tours we did not operate (e.g. day cruises).
  - Liaising with the tour guides and tour leaders for the smooth process of the arranged tours.

COLLEGE SERVICES ADVISOR | UNIVERSITY OF ESSEX INTERNATIONAL COLLEGE | ESSEX, UK | APRIL 2022 - SEPTEMBER 2023

- I accomplished daily administrative tasks and I was responsible for the student engagement and success. The role involved excellent customer service, support and guidance in a fast paced and demanding international student facing environment to enhance the interest, motivation, and attention of the students.
- I liaised with the University of Essex partnerships team to ensure that student records are up-to-date, and that communications are reaching students for a high-level student experience and a smooth transition to the University of Essex.
- I was responsible for safeguarding the students and as a Mental Health First Aider; I was the first point of contact for students and staff with metal ill health.
- My job played a vital role in supporting all non-teaching activities to provide relevant advice and support to both staff and students.
- I dealt with student enquiries by providing a flexible, personalised, and inclusive approach.
- I was part of the activities team that was responsible for the development and delivery of extra-curricular activities and events.

HOMELAND IS PRESENCE EXHIBITION| THE ART PLACE POP-UP, CHELMSFORD & BEECROFT ART GALLERY | SOUTHEND-ON-SEA, UK | JANUARY- MAY 2022

- I assisted the artist and author Lora Aziz from the project Wyrd Flora, at the curation of the exhibition *Homeland is Presence*. The exhibition explored the recollections of a diverse group of women connecting cultural heritage and the natural abundance of Essex. It was part of a campaign for equality by the National Lottery Heritage Funded project 'Snapping the Stiletto'.

TEST, TRACE AND CLINIC ADMINISTRATOR | UNIVERSITY OF ESSEX, UK | SEPTEMBER 2021 - APRIL 2022

- In this role I worked as an administrator for the University of Essex's Occupational Health Department with regards to their Test, and Trace programme during the COVID-19 pandemic.
- I acted as a first point of contact to staff and students, I was monitoring the email inbox and supporting the COVID-19 Testing Clinic as required.
- I complied with all aspects of handling confidential clinical data as outlined by the General Data Protection Regulation.
- I worked with different database platforms and systems (KX, Tableau, Cohort, Box, Outlook, and Excel) to collect and handle data to aid contact tracing and other administrative duties.
- I used my excellent communications skills, both written and oral, to prepare correspondence, reports, and minutes.

RESEARCH ASSISTANT | UNIVERSITY OF ESSEX, UK | MAY 2019 - AUGUST 2020
Even before the completion of my MA degree, due to my highly efficient performance on my course, I was appointed Research Assistant by Dr Michael Tymkiw, Senior lecturer of Art History at the University of Essex.

- During this post I conducted research for Dr Michael Tymkiw's project which is envisioned for a book entitled 'Ground Centricity: Walking on Art, 1950s–Now'.
- I participated on the Neuro-Curation project which examines intersections between digital technologies and spectatorship within the museum and other sites.
- I systematically collected relevant information (textual and visual) from library and museum archives, and from online sources.
- I was assessing information and contributing to writing texts for artists, artefacts and exhibitions that are part of the appointed projects.
- I also used my excellent communication skills to liaise with a number of artists and cultural institutions and gained information about copy rights, exhibitions, access to materials etc.

CO-CURATOR OF THE GROUP EXHIBITION *FUEL FOR THOUGHT: PERSPECTIVES FROM THE NIGER DELTA* | ART EXCHANGE GALLERY, UNIVERSITY OF ESSEX, UK | OCTOBER 2018 - JUNE 2019

- In this role I developed and organised an art show from scratch, exhibiting seven artists in total through diverse art mediums (photographs, sculptures, video installations etc). In support of this, I also organised three further public events: two panel talks and a family-day event. At one of these events, I presented the talk: *Fuel for Action: Activism and Climate Change.*| *https://www.artexchange.org.uk/exhibition/fuel-for-thought/* |
- I utilised my excellent team-working and planning skills to carry the project through to completion with nine other curators.
- I collaborated successfully with a number of other stakeholders including artists, university and gallery managers, and the public.
- I developed various project management skills, including budgeting and project finance, fund-raising (using crowd funding), and exhibition installation.

GALLERY ASSISTANT | ART EXCHANGE GALLERY, UNIVERSITY OF ESSEX, UK | OCTOBER 2018 - JUNE 2019

- For this job I completed Front of House duties. Thanks to my interpersonal and communication skills, I was assisting visiting guests and speakers, giving out information and tours on the exhibitions, and promoting the events throughout social media.
- I was invigilating the gallery and exhibitions and I was taking part on the exhibition installations.

Education

UNIVERSITY OF ESSEX | COLCHESTER, UK | 2017-2019
Master of Arts in Curating with Merit

UNIVERSITY OF PIRAEUS, GREECE | 2010-2015
Bachelor of Arts in Business Administration, 2:1

Personal Skills and Competences

SKILLS FOUNDATION

- Excellent IT skills including Microsoft Office (Word, Excel, Power Point, Outlook), Canva, Google Docs, Zoom, Slack, Box, Cohort, Tableau, Salesforce.
- Excellent marketing skills (high deliverance of promotional strategies) and handle of social media.

LANGUAGES

- Greek: Fluent (Mother tongue)
- English language qualifications: Fluent, IELTS Certification | University of Cambridge

PROFESSIONAL DEVELOPMENT

- Emergency First Aid at Work | St John Ambulance (2023)
- Mental Health First Aider Certificate | Mental Health First Aid England (2022)
- Object handling and management session | Art Exchange Gallery (2019)
- Essential digital skills for museum professionals | MOOC Certificate. (2019)