

Accomplishments/Profile:

- Certified "Master Microsoft Office Specialist".
- Updating and redesigning Job Descriptions at Radisson SAS Brussels' for the ISO 9001.
- Collaboration on a Housekeeping Quality Control database for Disneyland Paris.
- Accredited "Belbin Team Roles" Trainer.
- Finalist of the "Prix du Jeune Entrepreneur" Organised by the CCEF.
- Active and interested in all academic and professional environments.

Relevant professional experience:

International Taste & Quality Institute (iTQi)

Sales & Marketing Officer (11/2009 – Current)

- Development of the Eastern Europe Market with a focus on Greece, Cyprus and the Balkans.
- Establishment of a Community Management Policy on Linked-In, Facebook, Twitter and blog.itqi.com.
- Development and implementation of "Buzz Marketing" strategies to increase public awareness.

Radisson SAS Royal Hotel Brussels

HR Management Trainee (01/2008 – 08/2008)

- Recruiting, welcoming and administrative follow-up of the hotel's employees and interns.
- Redesign of the hotel's Job Description and various internal documents.
- Automation of various office processes (including automatic correspondence) using Macros.

SQUID Events

Finance and Accounts Manager (07/2007 – 09/2008)

- Management of SQUID, non-profit events organising association.
- Establishment of the long-term budget and follow-up of actual revenues and expenses.
- Launch of LaSemo, first 100% green Festival in Belgium (July 2008, 5000 pax).

Ecole Hôtelière de Lausanne

EHL Ambassador Coordinator (07/05 – 12/05)

- Management of a team of 150 "ambassadors, students representing EHL to prospects and visitors.
- Creation of an Excel tool for the management of the team, activities and individual availabilities.
- Participation in the organisation of recruitment interview sessions.

Disneyland Resort Paris

Housekeeping Management. Trainee (01 – 07/2005)

- Participation in the development of a new database for the measurement of quality across all hotels.
- Daily supervision of the team.
- Information relay between Housekeeping and other departments within the hotel.

Radisson SAS Royal Hotel Brussels

Housekeeping Operations Trainee (01 - 07/2003)

- Operational activity in Housekeeping, Service, Kitchen and Stewarding.
- Assistance in the departments' inventory processes.

Language Skills:

- French: Fluent (primary/secondary school)
- English: Proficient (Cambridge proficiency)
- Greek: Fluent (Thessaloniki proficiency)
- German: Working level (Goethe Mittelstufe)
- Spanish: Working level
- Dutch: Basic communication

Currently learning Polish through a self-learning tool (achievable level: intermediate).

Certifications & Accreditations:

- "Master" Microsoft Office Specialist:
Expert use of Microsoft Office Software (Excel, Word, PowerPoint, Outlook).
- Belbin Team-Roles Accreditation:
Use of Belbin Team Roles model for team optimisation, recruitment and team matching.
Ability to use the model within organisational settings in a consultancy form.

Information Technology Skills:

- Microsoft Office: Experience in Tutoring and training (at school and for management at work).
- Internet editing: Upkeeping of a website (augoustinos.com and staffdoor.com).
Establishment of iTQi's online presence through a blog (blog.itqi.com)
Development of a B2B Community Management plan for iTQi through an integrated blog/Linked-In/Facebook/Twitter approach.
- Dactylography: 66 words per minute.
- Fidelio/Micros: Training at Ecole hôtelière de Lausanne and practice during my internships.

Education:

Oxford Brookes University MSc in International Human Resource Management (09/2009 – 09/2010)

- Business training with a focus on the human resource management and its intercultural components.
- Specialisation courses in "International Human Resource Management" and "Change Management".
- **Active in school as:** *Class Representative* (1 year, representing student interests during meetings with academia and university operations).
- **Dissertation:** "Employer Brand in the context of the international hospitality industry – a cross-cultural examination between France and Germany".
- Full program details available upon request.

Ecole hôtelière de Lausanne BSc in International Hospitality Management (02/2002 – 12/2007) Economiste d'entreprise Haute Ecole Spécialisée

- Business training with a focus on the Hospitality, Restaurant and Travel industry.
- Specialisation courses in "Rooms Division Management" and "Entrepreneurship".
- **Active in school as:**
 - Campus Peer Counselor* (4 years, emotional, psychological and first aid assistance to fellow students, trained by accredited psychologist and the Swiss Red Cross),
 - Team Facilitator* (2 years, training and team facilitation during a team-building and value enhancing program ran by "The Enablers Network" consultancy group).
 - Student Council* (1 year, involvement in Management/Student cooperation, running of projects and research for the student body).
 - Prevention committee* (2.5 years, core member, organisation of prevention related activities, participation in the committee's reform in 2005).
- **Student Business Project:** Development of a new, innovative onboard Food and Beverage offer for Baboo Airlines, a regional airline based in Geneva.
- Full program details available upon request.

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European School Brussels II European Baccalaureate (09/1995 – 06/2002)

- Multi-cultural, multilingual and option based baccalaureate program.
- Specialisation courses in "Economics", "Sociology" and "German" within the normal curriculum.
- **Active in school as:**
 - Class Representative* (3 years, facilitating information flow between management and students).
 - Political simulation activities* (Model European Council and Youth Environment Council).

Personal Interests:

Illusionist & balloon sculptor

- Performances at various events, including birthday parties, weddings and cocktail events.
- Member of the Cercle Belge d'Illusionisme and the Club des Magiciens de Lausanne.

Harmonica and music

- Autodidact harmonica player for 4 years.
- Member of the European School Choir (various concerts across Europe).
- Particular interest for Classical, Greek and 1960-1980 music

Active in the Belgian scouts movement

- All levels completed at the 90th unit of Brussels, development of values including group belonging, involvement, openness and trustworthiness.
- Organisation of a wedding lunch (service, 100 pax, 2001) and a Dinner-Show (service, F&B and Show, 200 pax, 2003).
- "Sponsoring & Subsidy Coordinator" for Woodscout 2007, a sports and music festival for the scouting movement (1200 pax, www.woodscout.be) – "Finance Coordinator for Woodscout 2008).

Travelling:

- Numerous trips to Europe (language courses, youth conferences and social visits).
- Major trips to Syria, USA, Canada and India.

Cooking & wine-tasting

- Member of the Académie Oenologique de Bruxelles for two years, participation at tasting field trips.
- High interest in new recipes and culinary experiments, participation at workshops.