


Angela Moskovia

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WORK EXPERIENCE

Customer Onboarding and Support Agent

UAB eCREDO [11/11/2019 – 30/07/2021]

City: Limassol

Country: Cyprus

- Onboarding and providing ongoing support to clients (Individual and Corporate accounts)
- Joining client calls, adding value and updates to their accounts
- Resolving client support queries via email, live chat and phone
- Review of client documentation and carrying out Know Your Client procedure and ensuring that all applications are compliant with regulatory authorities and company policies(KYC)
- Dealing with internal technical issues or clients issues, liaising with the IT Department and Chief of Operations Manager
- Working closely with the Software Development Manager to design the Back-End and Front-End system ensuring a friendly and easy usage for the Onboarding officer and for the client
- Assisting with project activities concerning the Software Developing (Back- End and Front- End System) ensuring a smooth and enjoyable onboarding journey within the Dashboard, participating in all the functionality tests (responsive tests on all devices, currency exchange, SEPA Incoming and Outgoing payments and many more)
- Assisting with ad-hoc activities to ensure client onboarding is a success
- Running client calls with updates on their accounts and onboarding status
- Improving the customer experience and process by suggesting significant improvements (Back- End and Front- End System)
- Created user training materials for client demonstrations and training
- Created the Manual Book of Customer Support Department for internal and training purposes to new employees.
- Taking ownership of project activities such as researching for ticketing systems and eKYC automatic electronic checks for faster completion of onboarding.
- Taking ownership to resolve complex support queries
- Working closely with the Business Development and Marketing team to contact potential clients to provide an overview of the product
- Direct liaise with the Compliance Department and AML officer to advise on the Business Onboarding (KYB)
- Building relationships with clients to promote customer retention and loyalty
- Performing any task in relevant to Customer support department assigned by the Managing Director

Private Spanish Lessons

Self Employed [01/09/2019 – 08/11/2019]

City: Limassol

Country: Cyprus

Teaching all levels of Spanish language to kids and adults:

1. A1 (BEGINNER)
2. A2 (ELEMENTARY)
3. B1 (INTERMEDIATE)
4. B2 (ADVANCED)
5. C1 (SUPERIOR)
6. C2 (PROFICIENCY)

Spanish and Portuguese Customer Success Advisor

Indication & Investments Ltd. [24/04/2017 – 28/07/2019]

Address: Limassol (Cyprus) - <https://libertex.com/>

- Handling inquiries from prospective customers through phone, live chat and email
- Providing answers to customers by identifying problems, researching answers, and guiding customer through corrective steps
- Informing customer about internal regulations and procedures of the Company
- Educating the customer where applicable
- Maintaining a balance between company policy and customer benefit in decision making. Handling issues in the best interest of both customer and company
- Review of client documentation and carrying out Know Your Client procedure (KYC)
- Providing quality service and support in a variety of areas including but not limited to System/technical troubleshooting, Login/Account issues, Accounting (deposits and withdrawals) and overall trading inquiries
- Translating quick texts for Live chat from/to Spanish and Portuguese
- Proof reading and post-editing of translation projects in Spanish and Portuguese.

Spanish & Portuguese Customer Support & Back Office Officer

XFR Financial Ltd [24/09/2014 – 14/04/2017]

Address: Vasileos Konstantinou 140, Limassol (Cyprus) - www.xtrade.com

- Handling inquiries from prospective customers through phone, live chat and email.
- Dealing with clients' complaints and liaising with relevant department ensuring customers satisfaction
- Monitoring calls and affiliates websites to assure quality services and compliance with regulation
- Review of client documentation and carrying out Know Your Client procedure (KYC)
- Deposits and withdrawals through the platform.
- Assisting Compliance with collecting and processing further KYC requirements (Corporate Accounts etc).

Translator

Fibo Consulting [20/01/2014 – 30/06/2014]

Address: Limassol (Cyprus) - <http://www.fiboconsulting.com/>

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Fields of Expertise:

- Investment Sector (Forex) ,Marketing
- Proof reading and post-editing of translation projects in English,Spanish,Greek and Portuguese
- Translation of various projects from/to English,Greek and Spanish.

Customer Service

Fibo Group Holdings LTD [20/01/2014 – 30/06/2014]

Address: Limassol (Cyprus) - <http://www.fibogroup.eu/>

Spanish Customer Support Officer

- Responding to Spanish speakers' inquiries via e-mail, live chat, and phone
- Following up with clients' cases and complaints and informing the relevant departments
- Informing clients regarding withdraw procedures and account inquiries
- Performing KYC procedures and ensuring that all applications are compliant with regulatory authorities and company policies
- Updating CRM
- Generating different reports.

EDUCATION AND TRAINING

Bachelor Degree on Spanish Language, Literature and Culture

NATIONAL AND KAPODISTRIAN UNIVERSITY OF ATHENS [Current]

Address: Athens (Greece)

- Spanish, Greek, Portugal, Literature, Poetry, Ancient Theater, Ancient Art of Latin America and Spain

Vocal Studies Degree On «entechno» («artful») Greek Songs

Andreas Gerolemou Conservatory

Address: Larnaca (Cyprus)

LANGUAGE SKILLS

Mother tongue(s): **Greek**

Other language(s):

English

LISTENING C1 READING C1 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C2

Spanish

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Portuguese

LISTENING B2 READING B2 WRITING B1

SPOKEN PRODUCTION B1 SPOKEN INTERACTION B2

DRIVING LICENCE

Driving Licence: B

ORGANISATIONAL SKILLS

Organisational skills

El Comité Organizador del XIV Congreso de la FIEALC, dedicado a América Latina y el Mediterráneo: Ideas en contacto, en la Universidad Nacional y Kapodistriaca de Atenas, Grecia, deja constancia de que he participado como asistente.

Good organizational skills acquired through my participation as an assistant at the 14th Congress of FIEALC Organizing Committee dedicated to Latin America and the Mediterranean: Ideas in touch, at the National Technical University of Athens, Greece.

JOB-RELATED SKILLS

Job-related skills

- excellent use of the Spanish language of understanding, interpretation, translation.
- Ability in translating texts from Spanish to Greek,English,Portuguese and vice versa.

OTHER SKILLS

Other skills

- Participation in a variety of singing competitions,receiving awards.

CERTIFICATIONS

Certifications

Marketing and Selling of Investment Products and Unfair Commercial Practices: a Regulatory Overview
European Institute of Management & Finance, 17 of December 2016

Certifications

Suitability, Best Execution, Communication with Clients and other Duties of Investment Professionals
European Institute of Management & Finance, 18 of December 2016

Certifications

Anti Money Laundering In the Financial Services Sector
European Institute of Management & Finance, 24 of February 2017
This seminar offers 3 CPD units.