

THEODORA SIRRI

Administrative / Office Support - Shipping & Maritime Sector

Chios, Greece | Available for administrative, documentation and office-support roles

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PROFESSIONAL PROFILE

Administrative and customer-service professional with experience in office support, public-facing operations, security procedures and day-to-day coordination. Background includes a public cultural organization, retail management and a structured, multicultural security environment with G4S. Holds a degree in Marketing, C2 English and ECDL certification, together with continuous training in management, communication, leadership and crisis management. Seeking to transfer these skills to an Administrative / Office Support role within a shipping or maritime company, with emphasis on organization, accurate documentation, communication, confidentiality and reliable follow-up.

PROFESSIONAL EXPERIENCE

Security Officer - G4S, Reception & Identification Centre (RIC), VIAL Chios *02/2023 - Present*

- Access control and implementation of security procedures.
- Incident handling and daily communication with the public and relevant authorities.
- Recording and reporting incidents, with emphasis on accuracy, responsibility and compliance with procedures.
- Working in a demanding and multicultural environment.

Store Manager / Cashier / E-shop - Clothing & Footwear Retail Store *2011 - 2022*

- Responsible for the daily operation of the store and customer service.
- Cash handling, transactions, orders and basic stock coordination.
- Support of e-commerce sales and promotion through social media.
- Staff coordination and management of day-to-day operational requirements.

Administrative Support / Museum Guard - Ministry of Culture, 3rd Ephorate of Byzantine Antiquities *2007 - 2010*

- Site security and visitor information at Palataki Ioustiniani - Skoteini Fylaki, Chios Castle.
- Follow-up and handling of administrative matters within museum facilities.
- Operational support at the Byzantine Museum of Chios, Palataki Ioustiniani and Nea Moni Museum.

Internship - Emporiki Bank of Greece S.A., Consumer Lending Department *2005 - 2006*

- Support of administrative tasks and handling of basic banking documentation.

EDUCATION & CERTIFICATIONS

- Degree in Commerce & Advertising (Marketing), School of Business & Economics, Technological Educational Institute of Athens (2002-2006).
- Technical Vocational Education School of Vrontados - Administration specialization, Economics & Administration sector (2000-2001).
- Private Security Services Personnel Licence, Category A (2022).
- English: Proficiency Certificate (C2).
- Digital Skills: ECDL Core Certificate.

SEMINARS & PROFESSIONAL DEVELOPMENT

Management, Human Resources & Personal Development:

- Leadership & Self-Leadership in Times of Uncertainty, New York College.
- Manager or Coach? New Trends for Enhancing Human Resources Performance, New York College.
- Self-awareness for personal & professional success, New York College.

- Management & Sales in Small and Micro Island Businesses, LAEK.

Security & Crisis Management:

- Crisis Management & Response to Health Casualties: The Bataclan Case, France, New York College.
- 6th Security Project 2022 Conference, Smart Press.
- 9th Security Project 2022 Conference, Smart Press.

Marketing, Economy & Digital Skills:

- Sales in the Digital Era, New York College.
- Blockchain & NFTs: shaping a new economy of value, New York College.
- Development & Prospects for Greek Tourism amid Global Developments, New York College.

Shipping & General Professional Development:

- The Shipping Industry: Everything you wanted to know but were afraid to ask, New York College.
- International Conference: Fortification Architecture in the Aegean & the Medieval Settlement of Anavatos, Chios.
- The Future of Greek-Turkish Relations, New York College.
- The Value of Sports in Our Lives, New York College.

KEY SKILLS

- Administrative and office support, including day-to-day task organization and follow-up.
- Document handling, record keeping and accurate reporting.
- Communication with clients, visitors, colleagues and external parties; customer-service orientation.
- Confident use of computers, office applications and online tools (ECDL certified).
- Responsibility, discretion, consistency, teamwork and ability to follow established procedures.

VOLUNTEERING

- Volunteer Member, Greek Guiding Association (Soma Ellinidon Odigon), Vrontados, Chios.