Ioanna Papantoniou

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Profile

Graduate of Political Science and International Relations with experience in roles requiring organization, adaptability, and effective communication.

Professional Experience

2024-2026 **Customer Service & Business Profile Management, Sweebies**

- Ensured the organization and smooth day-to-day operation of the physical store in accordance with company standards.
- Created visual content and edited videos for TikTok and Instagram, ensuring alignment with the brand's identity.
- Used SoftOne ERP, contributed in managing the Google Business Profile and e-shop, including writing product descriptions and their categorisation.

2022-2023 **Administrative Support, Biomedicine Healthcare Group (Bioiatriki)**

- Assisted patients and visitors with enquiries and administrative needs.
- Prepared and typed medical reports.
- Handled incoming calls and provided telephone support.
- Scheduled appointments.

2018-2019 **Internship, Centre for Asia Minor Studies**

- Digitised archival materials documenting accounts and testimonies shared by refugees from Asia Minor.
- Assisted and guided researchers using the Centre's library resources.

Education

2016-2022 **Bachelor's Degree in Political Science and International Relations University of the Peloponnese**

2023 **Foundations of User Experience (UX) Design, Coursera**
Online course authorised by Google and offered through Coursera.

Skills

Creativity • Empathy and insight • Strong verbal communication • Teamwork • Problem-Solving • Ability to learn new technologies. • Digital and Creative Skills: Self-taught in digital illustration and creative softwares, including Clip Studio Paint, Procreate, Adobe Photoshop and Blender.

Languages

English: Excellent proficiency

Chinese: Basic proficiency

French: Excellent proficiency

Interests

Volunteering — The Smile of the Child • Drawing and Painting • Hiking