



Zoi Gkouma

Date of birth: 06/04/1973 | **Email address:** zjetal2016@gmail.com |

Address: Lazarou Tsami 75 street Pylaia, 54352, Thessaloniki, Greece (Home)

● EDUCATION AND TRAINING

01/10/1995 – 14/10/1999 Thessaloniki, Greece

BACHELOR IN NURSING EDUCATION Alexandreio Technological Foundation of Thessaloniki

Website www.nurse.teithe.gr

01/10/2001 – 20/11/2009 Thessaloniki, Greece

BACHELOR IN PSYCHOLOGY STUDIES Aristotle University of Thessaloniki

Website www.psy.auth.gr

01/10/2011 – 08/03/2013 Thessaloniki, Greece

MASTER' DEGREE IN POLITICS AND ECONOMICS OF CONTEMPORARY EASTERN AND SOUTH-EASTERN EUROPE University of Macedonia

Website www.uom.gr

01/02/2010 – CURRENT Thessaloniki, Greece

SOCIAL THEOLOGY AND CHRISTIAN CULTURE Aristotle University of Thessaloniki

Website www.past.auth.gr

● LANGUAGE SKILLS

Mother tongue(s): **GREEK**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

ICT Intermediate B

● WORK EXPERIENCE

26/11/2002 – 19/11/2009 Thessaloniki, Greece

NURSE 2ND HOSPITAL OF IKA ETAM

Nursing services

Co-operating with doctors

Being in charge at weekends and/or when working with nurse assistants

20/11/2009 – 06/04/2014 Thessaloniki, Greece

PUBLIC ADMINISTRATOR 25TH MARTIOY DEPARTMENT OF IKA ETAM (FOUNDATION OF SOCIAL INSURANCE)

Enter orders on all health benefits of insured citizens.
Manage issues related with sick leaves.
Manage issues related with maternity benefits.

07/05/2014 – CURRENT Thessaloniki, Greece

PUBLIC ADMINISTRATOR ΕΟΠΥΥ (NATIONAL ORGANISATION OF HEALTH BENEFITS PROVISIONS)

Compensating insured citizens for health benefits, and health providers for services.
Enter orders on all health benefits of insured citizens.
Help citizens with the use of their e-Personal Health File (ΦΑΥ).

● **CONFERENCES AND SEMINARS**

08/11/2004 – 19/11/2004 Athens

Introductory education as a civil servant

11/04/2013 – 10/07/2013 Thessaloniki

EPLO (EUROPEAN PUBIC LAW ORGANISATION) Financial Tools and Mechanisms of European Union and other International entities

24/04/2017 – 26/04/2017 Thessaloniki

Improvement of social skills: use of written speech and techniques of presentations

18/09/2017 – 22/09/2017 Thessaloniki

Legality and transparency in public administration and local government

25/02/2019 – 15/03/2019 Thessaloniki

Education in e-government

25/09/2023 – 29/09/2023 Thessaloniki

Greek sign language for civil servants - level 1

11/12/2023 – 15/12/2023 Thessaloniki

Management in health services

11/03/2024 – 20/03/2024 Thessaloniki

Coaching and Mentoring in public administration

● **HOBBIES AND INTERESTS**

Reading

My favourite activity during my free time is reading greek and english literature.

● **DRIVING LICENCE**

Driving Licence: B | 11/11/2014 – 06/04/2034

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Personal skills

I am an active listener, being able to understand the needs of others.
I am active in team work and I always try to motivate and consult people.
I accept constructive criticism, seeking feedback in order to improve as a person.
I am willing to share my knowledge and help others when needed.

● **ORGANISATIONAL SKILLS**

Efficiency and Productivity

As a person, I manage my time and I prioritize my tasks.

I set goals and even if I don't know something I try to find the way to learn and solve problems.

I am not afraid of taking responsibility of my actions.

I am willing to listen to other people's opinions before making a decision.

I do not hesitate to ask questions when I am not sure about something.

I am open to feedback.

I write emails, reports and whatever I am asked to, that are easy to understand.