



Dimitra Katerelou

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Address: Athens, Greece (Work)

● WORK EXPERIENCE

22/07/2020 – CURRENT Athens, Greece

OPERATIONS LEAD - QUALITY ASSURANCE & SYSTEM SPECIALIST ANDREAS SYGGROS HOSPITAL

- Managing daily operations, overseeing patient services, compliance and efficient resource use.
- Leading the department's digital transformation, implementing workflow automation to enhance efficiency and patient care.
- Orchestrating the center's ISO 9001:2015 certification preparations, ensuring compliance with healthcare standards and regulations.
- Supervising and training medical staff in the adoption of advanced office technologies and digital patient record systems.
- Managing patient databases, ensuring accuracy, confidentiality, and regulatory compliance.
- Acting as the primary liaison between hospital administration, medical staff, and external stakeholders, ensuring smooth communication and project execution.
- Developing operational reports for senior management, analysing trends, optimising processes, and identifying areas for improvement.

02/02/2015 – 30/06/2017 Athens, Greece

HEAD OF PHOTOGRAPHY, VIDEOGRAPHY & DIGITAL MEDIA SMARTPRESS S.A.

- Led digital projects for multinational B2B clients (e.g., Vodafone, Ericsson, Nokia, Huawei), managing end-to-end content creation and execution.
- Collaborated with IT, UX, design, marketing and sales teams to align project objectives.
- Supervised creative teams, ensuring timely and high-quality deliverables under tight deadlines.
- Oversaw video production and post-production for digital campaigns and online publications.

02/02/2015 – 28/04/2017 Athens, Greece

EDITOR IN CHIEF SOCIALMEDIALIFE.GR

- Managed and coordinated editorial workflows, overseeing content strategy for digital platforms.
- Directed cross-functional collaboration between content creators and technical teams to enhance user engagement.
- Monitored community engagement and moderated social media interactions to maintain brand integrity.

01/08/2013 – 30/06/2017 Egaleo, Greece

HEAD OF PHOTOGRAPHY & VIDEOGRAPHY HELLENIC IT MUSEUM

- Photographed the museum's collection.
- Full photo and video coverage of events and conferences where the museum participated.
- Created commercial video spots and trailers (pre to post production).
- Produced audio and video museum tours for visitors with disabilities.

01/10/2013 – 31/05/2014 Athens, Greece

ADMINISTRATION & ACCOUNTANT ASSISTANT ECOSAFE

- Organized and filed contracts and invoices for large Greek oil companies.
- Managed customer payments.
- Organized the company's bookkeeping processes.

01/04/2010 – 29/10/2010 Athens, Greece

BUSINESS ADMINISTRATION INTERN NATIONAL BANK OF GREECE

- Supported various projects and operations of the Cash Management Solutions Department.
- Recommended and applied new processes for increased efficiency.

01/09/2009 – 31/12/2009 Athens, Greece
WAREHOUSE EMPLOYEE INDITEX

- Accepted, counted, and confirmed inventory, inspecting for damage and faults.
- Performed inventory controls and ensured quality standards for internal audits.
- Completed diary logs into inventory

01/10/2008 – 31/12/2008 Athens, Greece
HEAD OF VISUAL INSPECTION DIVISION NKEPA

- Ensured the data validity of tax application forms.
- Supervised a team of 10 junior data entry operators.

03/01/2008 – 10/10/2008 Athens, Greece
DATA ENTRY OPERATOR NKEPA

Entered data from tax application forms on behalf of the Greek Ministry of Finance, meeting quotas for entry and quality checking consistency.

03/09/2007 – 31/12/2007 Athens, Greece
SALES ASSOCIATE & VISUAL MERCHANDISER MARKS & SPENCER

- Improved customer experience by advising customers based on needs and preferences.
- Organised and optimised the store’s shelving and merchandising.

● **EDUCATION AND TRAINING**

21/10/2017 – 26/02/2019 Mytilene, Greece
MASTER OF CULTURAL TECHNOLOGY AND COMMUNICATION University of the Aegean

Website <https://ci.aegean.gr/cultrure-documentary/> | Level in EQF EQF level 7

07/03/2006 – 22/10/2010 Athens, Greece
BACHELOR OF BUSINESS ADMINISTRATION University of West Attica

Website <https://ba.uniwa.gr> | Level in EQF EQF level 6

● **CERTIFICATIONS**

23/11/2023 – 24/11/2023
ISO 9001:2015 INTERNAL AUDITOR

Issued by TÜV Hellas (Nord)/CQI & IRCA approved.

● **LANGUAGE SKILLS**

Mother tongue(s): **GREEK**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
FRENCH	B2	B2	B2	B2	B2

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

● **DIGITAL SKILLS**

Microsoft Office | Google Suite | Adobe Lightroom | Adobe Photoshop | Adobe Premiere | Zoom | Final Cut | Skype | Meistertask