

SKILLS



- Google Analytics
- Jira
- Microsoft Power BI
- Wrike
- BugHerd
- SQL/MySQL
- Figma
- Time Management and Prioritization
- User-Centric Approach

PROJECTS

- Driving Forces and Market Dynamics: A Study of Online Food Delivery Companies

LANGUAGE

- City & Guilds / Certificate of Competency in English English / C2 – Jun 2022
- University of Michigan / Certificate of Competency in English / B2 – Jun 2014

ACCOMPLISHMENTS

- Regeneration Finalist 2023/ 17th General Cycle Tech and Business Soft Skills Program

CERTIFICATIONS

- Digital Product Management: Modern Fundamentals/University of Virginia
 - Product Management: An Introduction/IBM
 - Advanced Google Analytics/Google
- Agile Project Management/Google
- Foundations of Digital Marketing and Ecommerce/Google
 - Foundations of Project Management/Google

EXPERIENCE

Product Manager | Verity Guest April 2025 – Present | Athens, Attiki, GR

- Translate business needs into technical specifications and user stories.
- Collaborate with the Product Owner to define and prioritize the product roadmap.
- Conduct market and competitor analysis to identify product opportunities.
- Facilitate Agile ceremonies, including stand-ups, sprint planning, and retrospectives.
- Coordinate development teams to ensure timely and high-quality deliverables.
- Analyze product performance metrics and gather user feedback for continuous improvement.
- Enhance sprint accuracy and performance by reducing bugs and improving processes.
- Bridge communication between technical and non-technical stakeholders.
- Support testing, bug tracking, and continuous team performance improvements.

Digital Product Development Business Analyst | Aegean Airlines

April 2024 – April 2025 | Athens, Attiki, GR

Products: Wi-Fi onboard, Aegean Airlines Chatbot, Shop in the Clouds, Aegean Gift Card

- Collecting quantitative product data and metrics through market research.
- Suggest product enhancements to improve user experience.
- Gathering product requirements and aligning them with business goals.
- Assist in the implementation of the roadmap, supporting the development of new products and services.
- Troubleshoot, effectively communicate technical issues and findings to various stakeholders and resolve these issues across internal teams and vendors daily - Monitor digital services.
- Create test scenarios and expected results for regression, functionality, and stress testing, maintaining accurate and repeatable test documents.
- Always participate in the user acceptance testing (UAT) period and, when necessary, in quality assurance (QA).

Junior CRM Administrator | Carnegie Consultants

Feb 2023 – Mar 2024 | Athens, Attiki, GR

- Support senior team members in generating reports and analysing data for decision-making purposes.
- Contribute to the development and implementation of CRM strategies to improve customer engagement and retention.

EDUCATION

National & Kapodistrian University of Athens

Master of Science – MSc, Business Administration, Analytics and Information Systems Period: 2022-2024 | GPA: 7

Master Thesis: *The Role of the Product Manager in the OTT Media Services Industry and the Impact of Hybrid Agile Philosophy on it.*

University of the Peloponnese

Bachelor of Arts – BA, Political Science and International Relations

2017-2021 | GPA: 7.8