

Curriculum Vitae

Personal Information

Surname: **Bali**

Name: **Christina**

Date of Birth: **09.06.1986**

Place of Birth: **Frankfurt, Germany**

Nationality: **Greek**

Address: **Sliema Road, Gzira, Malta**

Phone: **00356-99958349**

e-mail: mpal_chris@hotmail.com

Education and Training

- **September 2011: MSc in Strategic Studies and International Politics**
University of Macedonia, Thessaloniki Greece
Thesis Title: Strategic Relations between Turkey and Israel from 1940 to 2011
- **September 2009: Bachelor in International Relations**
University of Macedonia, Thessaloniki Greece
Principal Subjects: Politics, International Relations, Economics, Maths
- **May 2009: Certificate of Proficiency in English**
University of Michigan (Hellenic American Union)
- **June 2006: Certificate in European and Byzantine Music**
Greek Music School, Athens
- **May 2004: Certificate of Kleines Deutsches Sprachdiplom**
Goethe Institute Thessaloniki

Working Experience

- **January 2020 -> ongoing**

Rhinoceros Operations Ltd. – Operations Manager (reporting to COO)

- Take on Operational tasks and work closely with the COO
- Project Management of tasks and initiatives across Customer Operations
- Facilitate and drive key business process changes
- Support the key business stakeholders to identify performance opportunities and development gaps
- Support the achievement of Rhinoceros Operations CX strategic goals and values
- Stakeholder in the development of the group's internal platforms
- Evaluation of current areas for development across Customer Support, Payments, Risk and Fraud
- Completion of projects related to Payments, Risk and Fraud to minimize exposure
- Completion of projects to improve acceptance rate across brands with different payment methods
- Effective collaboration with external training partners to ensure training sessions are planned and delivered
- Completion of reports, training records, documents, training schedules, as required
- Focus on costs, process improvements and/or efficiency to contribute to the profitability of the company

- **July 2019 -> ongoing**

Rhinoceros Operations Ltd. - Training and Development Manager

- Support the key business stakeholders to identify learning needs and development gaps against product/system/technical and soft skills requirements
- Support the Head of Customer Support with planning and scheduling of training.
- Support the design & development of training solutions and accuracy of training materials to meet business and compliance requirements
- Training delivery (training of technical knowledge, skills and behaviors) through direct delivery to support the needs and timescales of the business to optimize its business performance
- Provide regular feedback to the CS Leadership Team on the effectiveness of training and on boarding process
- Completion of reports, training records, documents, training schedules, as required
- Reinforce the culture and core values of Rhino Ops through appropriate behaviors and actions

- Establish client/customer relationship with business area(s) building consulting/coaching role with managers, agreeing service delivery levels and identifying future management development needs.
 - Ensure the effectiveness of all training & development activity evaluating against the business scorecard being developed to both measure impact & ensure continuous improvement.
 - Oversee induction, product and project programs to ensure deliverables are met by and supported by the training team.
 - Working with management to develop, implement and improve new QI programs and scoring systems
 - Working with management to provide employee feedback and training based on QI results
 - Provide training and coaching as needed to both new hires and experienced colleagues
 - Support and help drive reward and recognition programs
 - Coordinate and oversee the new hire onboarding program including coaching, guiding and supporting new hires
- **January 2019 -> July 2019**

Rhinoceros Operations Ltd. – Deputy Operations Manager and Head of Customer Support (only for one Casino brand Hyperino)

- Take on operational tasks and work closely with the Managing Director
- Lead a team of Customer Support Agents, guide them in their day to day work and act as a role model
- Training of customer support agents and quality checks
- Set up KPIs for the Customer Support team and lead the agents towards targets
- Recruit new employees for the Customer Support team
- Set up and maintain the Customer Support communication and reporting backend
- Create shift rosters and take responsibility for a fully functioning customer support service
- Work closely with the Payment and Fraud team and assist them with their queries
- Maintain interdepartmental communication and report back on customer queries related to payments, marketing, products

- **July 2017 -> December 2018**

Ferratum Bank p.l.c - German Customer Support Teamleader

- Supervising the operational support for customers' service-related activities
- Supervising the processing of help desk support to Bank's customers
- Supervising and controlling the call center activity related to calls, chats, e-mails, tickets etc.
- Developing, working with and updating customer data

- Being in charge for support reporting operational area, including KPI reports
- Providing specialized training for the new employees
- Constantly updating Customer Service manuals
- Customer relationship building
- Maintaining a high level of knowledge about the Bank's products and services, and ensuring customers are provided with accurate information
- Identifying selling opportunities as per customer needs
- Adhering to all Bank policies and procedures, corporate security policies, regulatory guidelines, industry service standards and codes of conduct.
- Record keeping as per requirements and the Bank's policies and standards.
- Ensuring accounts are opened according to the Bank's product and service guidelines
- Demonstrating a positive attitude, adaptability, flexibility, and punctuality
- AML checks

- **October 2015 – > June 2017**

Payments and AML/Fraud Teamleader at mybet

- -Supervise and manage team members in their duties and ensure that daily tasks are fulfilled
- Communicate changes, adjustments or updates of operational instructions to the assigned team
- Monitor the development of the team – constantly striving for growth from all members
- Maintain and improve upon consistently excellent payment service
- Provide feedback to each team member at regular intervals
- Lead meetings to explain special, modified or new work processes and assess motivation of the team
- Identification and verification of customers – Documents check for KYC purposes
- Analyzing data regarding fraud, risk and anti-money laundering issues (including Affiliate checks)
- Detecting of fraudulent activity and behavior to minimize fraud loss
- Carrying out daily checks on first deposits and new registrations
- Reducing chargebacks and bonus abuse on casino, poker and sports bet
- Reconciliation on a daily and monthly basis
- Recruitment and Training of new Payment Agents
- Manage roster ensuring proper coverage of shift rotations
- Manage leave, sick leave and overtime

- **January 2014 – October 2015**

Payments and AML – Fraud Officer:C4U Financial Institution

Position: Deputy Team leader

- Identification and verification of customers – Documents check
- Analyzing data regarding fraud, risk and anti-money laundering issues
- Detecting of fraudulent activity and behavior
- Reducing chargebacks and bonus abuse on casino, poker and sports bet
- Carrying out daily checks on first deposits and new registrations
- Checking and approving customer's payouts
- Working closely with our client's customer support team
- Training of new colleagues
- Preparing Monthly Invoices for our customers (Direct debits, Reimbursements, Credit Card transactions)
- Working closely with accounting team
- Ensure that all daily tasks are fulfilled by the team

- **February 2013- January 2014: mybet**

Shopsupport

- Services for the company's shops via telephone and email
- Handling of incoming/outgoing calls
- Handling feedback and enquiries
- Creation and opening of new shops
- Providing good customer service via phone /e-mail
- Payments Issues
- Marketing issues
- CRM Software(Customer Relationship Management)

- **May 2011- December 2012: Owner of a Private Language School**

- Headmaster of the Language School
- English and German Teacher
- Secretarial issues
- Payments

- **May 2009- October 2009: Greek Ministry of Foreign Affairs in Thessaloniki**

Economic and Trading Department

- Secretary of the General for Economical and Trading issues
- Responsible for the good cooperation on trading issues with embassies all over the world
- Customer Service
- Organizing events for trading purposes and cooperation with important businessmen in Greece and other countries.

- **September 2007- June 2008: Music Teacher in Music School of Serres in Greece**
- Piano lessons
- Choirmaster of the schools Choir

Language Skills

- **Greek – native**
- **German- native**
- **English- Excellent**

Computer Skills

- **Word, Excel, Access, Power Point, Windows, Internet, Office**

Personal Interests

- Music
- Tennis
- Swimming
- Chess
- Trips

Personal Characteristics

- Very sociable, friendly, keen on meeting people, patient, hardworking

