# Nikolaos Zervos

**Date of birth:** 28/11/1985
**Nationality:** Greek

## CONTACT

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## WORK EXPERIENCE

**01/2024 – CURRENT** Larnaca, Cyprus

**Fraud and Payments Agent** Greendial Software Solutions

- Professional handling of all related customer and support queries
- Process incoming and outgoing customer payments, in a timely and error-free manner
- Follow up and payment-related issues or customer queries proactively
- Liaising with third parties such as payment service providers
- Payments investigations for fraud and irregularities
- Independently determine fraudulent activity and act according to procedures with regards to transactions acceptance

**01/2023 – 12/2023** Larnaca, Cyprus

**Content Management and Data Entry Specialist (Freelance - Remote)** Whitecaps Products Distribution International Limited

- Managing and organizing digital content within various Content Management Systems (CMS)
- Data entry with a strong focus on precision and speed, ensuring data accuracy
- Categorizing, indexing, and structuring data to optimize retrieval efficiency
- Data quality assurance, data cleansing and maintaining data integrity
- Effective content organization using metadata and taxonomy principles
- Content curation and editing, ensuring consistency and quality
- Identifying and resolving data-related issues and discrepancies
- Streamling content and data entry processes, improving overall efficiency in workflows

**05/2020 – 12/2022** Larnaca, Cyprus

**Back Office Technical Coordinator** HF Markets Europe Ltd (HFGS Ltd)

- Training of new employees, about the procedures, technicalities, tasks and activities related to the department
- Escalating and liaising with other departments for issues such as payment, technical and security related issues
- Proactively measuring and improving operational processes
- Identifying and enhancing internal procedures, systems and controls
- Designing, creating, deploying and maintaining custom software tools for use in the department

**11/2018 – 04/2020** Larnaca, Cyprus

**Back Office Administrator** HF Markets Europe Ltd (HFGS Ltd)

- Operating the company's KYC and client verification procedures (retail and corporate), in line with the regulatory guidance, ensuring content according to the company policies
- Following up and dealing with client generated tickets, promptly and in accordance with the company's service standards
- Over-viewing, checking and executing client's deposits and withdrawal requests into relevant platforms and payment systems
- Reporting to the Compliance Officer & assisting with the conduct of the Compliance Monitoring Program

**05/2018 – 10/2018** Limassol, Cyprus

**Back Office Funding Officer** AAA Trade Ltd

- Over-viewing, checking and executing client's deposits and withdrawal requests into relevant platforms and payment systems
- Participating into the Funding department's operations to ensure quality of work where necessary
- Keeping detailed records and create relevant reports of client's funds

**11/2017 – 04/2018** Limassol, Cyprus

**KYC Administrator** Etoro Ltd

- Operating the company's KYC and verification procedures, in line with the regulatory guidance, ensuring content according to the company policies
- Assisting Funding Department with client's deposits and payments
- Reporting to the Compliance Officer & assisting with the conduct of the Compliance Monitoring Program

**10/2016 – 10/2017** Limassol, Cyprus

**Customer Support Officer - Website Content Moderator** Praecellens Ltd

- Reviewing posts and moderating content on company's websites
- Ensuring content according to the company policies
- Client support via telephone and email
- Continuous training in pricing, control and technical support practices

**09/2014 – 09/2016** Corfu, Greece

**Insurance Advisor** Self-employed

- Cooperation with the major Insurance Companies of Greece
- Insurance Quotes, analyzing the customer's needs
- Presentation of the most appropriate offers to the customer, in accordance to the quality of service
- Continuous presence next to the customer for any support

**09/2010 – 01/2014** Corfu, Greece

**Surveillance Officer / Acting Supervisor - CCTV Operator** Corfu Casino S.A.

- Knowledge of casino games and procedures
- Knowledge of game protection techniques, monitoring and preventing of fraud and theft
- Operating of electronic CCTV equipment and internal communication system
- Performing of overt audiovisual monitoring and control of sites, games, guests, players and personnel in accordance with the law and the company policies
- Conducting special investigations, including cheating, scams, theft, suspicious activity
- Reporting on illegal activities
- Dealing with conflict situations
- Monitoring staff performance and attendance
- Daily reviewing of procedures
- Troubleshooting of errors in the procedures of games and casino
- Periodic reviewing of past events and recordings
- Maintenance of software and hardware systems
- Continuous risk analysis and identifying trends or areas of risk
- Statistical analysis of data collected and presentation of reports in order to improve services and control problems
- Confidentiality and safeguarding of private data and classified information concerning the company according to the law

**10/2009 – 07/2010** Corinthos - Soufli - Ioannina, Greece

**Military Service** Greek Army

## EDUCATION AND TRAINING

**08/2003 – 09/2009** Athens, Greece

**BSc in Statistics** Athens University of Economics and Business - Department of Statistics

## LANGUAGE SKILLS

**MOTHER TONGUE(S):** Greek

**Other language(s):**

**English**

**Listening** C2
**Spoken production** C2
**Reading** C2
**Spoken interaction** C2
**Writing** C2

**Italian**

**Listening** B2
**Spoken production** B2
**Reading** B2
**Spoken interaction** B2
**Writing** B2

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

## DIGITAL SKILLS

Rapid familiarization with new technologies | Basic knowledge of AI tools | Knowledge in cryptocurrencies and blockchain | Basic knowledge of Linux | Basic knowledge of HTML – CSS – Javascript coding | Advanced knowledge of Microsoft Windows | Advanced knowledge of Microsoft Office | Very good knowledge of PC Hardware and peripherals | Very good knowledge of audio/video/photo editing | Very good command of Internet applications