

PERSONAL INFORMATION

**Ioanna Blintziou**

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WORK EXPERIENCE

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03/2012–Today

**Analyst at Quality Assurance Unit**

ATHENS UNIVERSITY OF ECONOMICS AND BUSINESS

- Supervising the implementation of the Internal Quality Assurance System, regarding the curricula offered, the research conducted, the administrative operation and other services provided.
- Developing quality culture through guides, surveys, KPI's monitoring and reporting.
- Analysing evaluation data, preparing descriptive statistics.
- Helpdesk operating the Unit's Information Systems.
- Website content creation.
- Supporting external accreditation.
- Delivering AUEB's Values and Strategic Goals for Excellence and Social Responsibility.

04/2010–11/2010

**Equity cash client processing prematch and fails Analyst**

CITIBANK

- Prematching and settlement of Foreign Institutional Investors' trades.
- Equities Prematching between local custodians and brokers, upon receipt of clients' instructions.
- Communicating the transaction status and settlement differences.
- Editing and uploading broker contract notes.

09/2009–03/2010

**Corporate Banking Client Service Representative**

CITIBANK

- Account servicing (balance, transaction details, account maintenances).
- Answering queries and handling complaints.
- Issuing bank certificates, confirmations, cheque books.
- Handling returned cheques, central bank reporting for payments and e-banking.

08/2008–12/2008

**Telephone Operator**

HELLENIC TELECOMMUNICATIONS ORGANISATION

- Directory information.

01/2008–06/2008

**Library Assistant**

NATIONAL TECHNICAL UNIVERSITY OF ATHENS

- Shelving returned books and managing library's lockers.

## EDUCATION

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- 2014–2016 **Master of Business Administration (M.B.A.), TechnoEconomics**  
National Technical University of Athens
- Modules: Forecasting Techniques, Information Systems, e-Transactions, Internet and Web, Financial Accounting, Supply management, HR Administration.
  - Dissertation: "Classification of banking clients with overdue consumer products, using Decision Trees in R".
- 2008–2010 **Master's Degree, Applied Mathematics with specialisation in Statistics**  
National Technical University of Athens
- Modules: Statistical Quality Control, Survival Analysis, Computational Statistics & Stochastic Optimisation, Total Quality Management, Data Mining.
  - Dissertation: "Examining extubation from mechanical ventilation criteria on Intensive Care Unit patients using ROC Analysis and ROC Curves".
- 2002–2008 **Engineer's Degree, Applied Mathematics and Physics**  
National Technical University of Athens
- Modules: Statistics, Linear Models, Coding Theory, Numerical Analysis, Stochastic Processes.
  - Dissertation: "Study and statistical analysis of extubation from mechanical ventilation criteria in ICU patients (using logistic regression)" – carried out in cooperation with Athens Hippocration Hospital.

## PERSONAL SKILLS

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- Mother tongue** Greek
- Other languages** English - City and Guilds Certificate of Proficiency (C2)  
French - Diplôme d'études en langue française 1er degré (B2)
- Computer skills**
- Very good handling of Office (word processing, spread sheets, presentations, email).
  - Extensive experience in managing satisfaction questionnaires (Remark Office OMR, Google forms).
  - Good knowledge of data processing and statistical analysis software (SPSS, R, Matlab).
  - Good use of website content creation systems (Joomla, Drupal).
- Other skills / Interests** Traditional Greek dances, Volunteering

## ADDITIONAL INFORMATION

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- Publications** Posts in the newspaper of Athens University of Economics and Business "OPA NEWS".
- Presentations** "AUEB Quality Assurance Unit's Information System", at Harokopio University on "Quality Assurance in Higher Education: Experiences and Perspectives" conference, 2013
- Seminars**
- "e-DigiMa", Certificate in digital marketing and social media Distance learning programme, Vocational Training and Lifelong Learning Center, Athens University of Economics and Business, 2016.
  - Special Education: Distance learning programme of 450 hours from the Lifelong Learning Center of the University of Patras, 2022.
  - Organization and Administration of Education: Distance learning programme of 450 hours from the Lifelong Learning Center of the University of Patras, 2022.
- Programs** Participation in Erasmus Mobility Programs for staff training at Universities in Nicosia, Warsaw, Moscow, Seoul, Barcelona.