

... Professional Experience in Sales

Aegean Airlines | SEP 1997 - Present

Airline, Thessaloniki, Greece

North Greece, Ionian Islands & Balkan countries Sales Manager | Nov 2018 – today

North Greece & Ionian Islands Sales Manager | Jun 2011 – Oct 2018

North Greece Sales Manager | Dec 2009 – May 2011

Sales Supervisor | Jun 2005 – Nov 2009

Sales Executive | Nov 2001 – May 2005

Main Duties and Responsibilities

- Sales performance across North Greece, Ionian Islands & Balkan countries covering 4 regions and 6 countries while under the responsibility of more than 1.200 travel agencies across North Greece Ionian islands and the Balkan countries covering all aspects of tourism through a wider variety of agencies {MICE-DMC's-TOUR OPERATORS}
- Developing the short and long-term strategy and execution of sales business in the corporate channels within area of responsibility to maximize revenue, increase yield, retain existing business and develop new business opportunities, remaining in close contact with the network development department and part of team in the decision making for the regional network growth. On top working within peer group and above management to implement further development while keep working with the REGIONAL DIRECTOR to implement further projects and market opportunities.
- Budgeting as per identified strategic planning / goal settings, managing and forecasting assigned sales budget
- Leading and managing a 13-member team, while having close relationships with the airport managers of 8 main Greek airports while directing the efforts of a large, geographically dispersed, multi-functional, multi-cultural sales team, spanning all sales disciplines.
- Supervising and directing the workflow of sales specialists by assigning job tasks, facilitating interdepartmental communications and managing external communications
- Leading the team to ensure the delivery of exceptional service standards within defined financial and operational performance targets and human resources
- Interface with multiple departments responsible for the product - marketing, IT, finance, procurement etc.
- Tracking, monitoring, draw local/countries strategy campaigns evaluating results for specific programs and activities, analyzing local campaigns along with the Marketing department, translating the success of sales efforts into quantifiable measures and qualitative data into recommendations, supporting the development and refinement of future marketing plans working along on those projects with the support of Public relation and Marketing department
- Sketching and producing along with the team the incentive schemes per market
- Sketching and producing contract terms for large number of passengers mainly group series.
- Strategically having in force major group contracts per season
- Innovating and developing new commercial opportunities with the ability to successfully negotiate complex sales agreements
- Forecasting potential and future sales within the region of responsibility
- Identifying key customer accounts within a designated territory developing a strategic and tactical sales lobbying plan to bring proactive product awareness and systems solutions to target customers.



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Thessaloniki, Greece

- More than 24 years of experience in airline industry and airport operations in an extremely fast-paced environment
- Dynamic and motivated professional with a proven record in all sales functions at managerial level
- A communicator and leader with an emphasis on utilizing the strengths of colleagues and creating an environment of forward-thinking ideas driven by business needs, sales targets and innovative solutions.
- Background in managing and motivating large teams
- Vice-President of Thessaloniki Convention Bureau (2015-today)

Strategic planning & execution

Sales strategies

Revenue management & Pricing

Route forecasting & development

Customer service

Sponsorships, Cause-Related Marketing

LANGUAGE SKILLS

Greek | Mother tongue

English | Proficient

Russian | Advanced

German | Basic

COMPUTER SKILLS

Microsoft Office Suite | Proficient

SABRE distribution system

AMADEUS distribution system

Facebook/YouTube/Instagram/LinkedIn

Analytics Applications

COMPETENCES

Decision making

Strategic acumen

Process improvement

Analytical problem solving

Consultative sales approach

Internal & external customer relationship building

Teamwork

- Planning, designing, organizing and implementing, and/or participating in Exhibitions, Congresses, Events and others
- Proactively assess and spot new sales opportunities

Additional Professional Experience

- Lecturer - 'Travel Agent Specialist – Air Tariff' Course Instruction – Educational Training Institute of Epanomi, Department of Tourism Professions | Oct 1999 – Jun 2002 (2 academic years)
- Sales Executive | Cronus Airlines | Sep 1997 – Oct 2001
- Group Department Supervisor | Jun 1998 – Jun 2000
- Reservation & Ticketing Agent | Sep 1997 – Jun 1998
- Ticketing Officer – Splendid Travel Agency | Dec 1996 – Mar 1997
- Ramp Agent – Plotin Air – Macedonia Airport | May 1996 – Oct 1996
- Ramp Agent (Intern) – Olympic Air – Macedonia Airport | May 1994 – Sep 1995

Education & Training

- Diploma in IATA Airline Sales Strategies- Advanced| 2008
- IATA Training & Development Institute, Geneva, Switzerland
- Diploma in IATA-UFTAA in Travel & Tourism – Standard | 1996
- IATA Training & Development Institute, Geneva, Switzerland
- Diploma in IATA Airline Management| 1996
- IATA Training & Development Institute, Geneva, Switzerland
- [Recognized by the Ministry of National Education & Religion, Institute of Vocational Training, Athens, Greece]
- Participation in a number of seminars/workshops regarding ticketing & reservation systems, CRM, B2B, management, sales & negotiations presentations skills
- Under the "WINNING MARKETING SERVICES -ATHENS GREECE 2005-2010 250hour
- Participation of seminars in Frankfurt and ATHENS and TRIPLE AAA 2013-2016 230hour
- Presentations skills
- Negotiation skills
- Appraisal
- Uniformity of NATIONAL TEAM
- Foundation of Management program 144 h March 2018
- Budapest -SEED SCHOOL For executive education and development
- Masters in business administration |Distinction|2023
- University of Sheffield.
- Participation of seminars in Athens |YOU LEAD| Dynargie 8 Sessions |64 hours.
- Constructive Feedback
- Leadership Style
- Operational & Strategic Thinking
- From No to YES TRIPLE