



Council of the  
European Union

**Brussels, 20 September 2017  
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**COVER NOTE**

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From: General Secretariat of the Council  
To: Delegations  
Subject: European Economic and Social committee  
- Letter from Spain - Nomination of a member

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Delegations will find attached a translation of a letter dated 28 June 2017 from Mr Pablo GARCÍA-BERDOY, Permanent Representative of Spain, addressed to Mr Jeppe TRANHOLM-MIKKELSEN, Secretary-General of the Council of the EU.

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Encl.: IM 7059 2017

**Brussels, 28 June 2017**

Mr Jeppe Tranholm-Mikkelsen  
Secretary-General  
Council of the European Union  
75, rue de la Loi / Wetstraat  
1048 Brussels

**SUBJECT: REPLACEMENT OF SPANISH MEMBER OF EUROPEAN ECONOMIC AND  
SOCIAL COMMITTEE**

Sir,

We request that Dr Catalina Ana Vicens Guillen, representative of CCOO (Comisiones Obreras) in the Workers Group, be replaced by Ms María Nikolopoulou. Her curriculum vitae is enclosed.

Yours sincerely,

Pablo García-Berdoy

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# MARIA NIKOLOPOULOU

I have worked for many years in a multinational company and I very much enjoy working in multicultural teams. I am strongly involved in, and keen to promote, initiatives to foster good relations within teams and improve working conditions and the work environment. I am optimistic, a self-starter and people-focused. My strengths are my **communication** skills (oral and written, in several languages), my talent for **coordinating** groups and activities and my drive to **find solutions**.

## WORK EXPERIENCE

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### ALBIREO MARKETING S.L

- **2015-present: Training and selection techniques.** Coordination of selection process. Administration of recruitment advertisements, preliminary selection of applicants, interviews, following up of contracting process. Connecting with the various job-search portals and analysing new opportunities to find applicants. Product training and sales technique training for new NGO fund-raisers.

### CITIBANK - Barcelona Service Center

- **2012-2015: EMEA regional trainer.** Creation of training material, for teaching in the classroom or online, for the EMEA countries, on the implementation of the new banking system (Project Rainbow). Planning, development and remote delivery of the training programme 'Development Plan for Team Heads' to supervisors from various EMEA countries. Organising, coordinating and monitoring of regional and global strategies such as Always Teach Digital and First Call Resolution; client retention training for new entrants. Planning, development and classroom delivery of courses in the training and development programme for employees of Citi at Barcelona Service Center. Client training needs analysis and detection of metrics that could be improved through training (NPS, sales, internal/external customer satisfaction).
- **2005/2012: Risk & Control Self-Assessment Coordinator.** Job description: Analysis of risks and controls in the fields of operations and customer service (Citiphone) for various EMEA countries. Updating of departments' risks and control documentation. Carrying out and reporting of quarterly tests of controls. Reporting and monitoring of incidents in controls and processes. Review of business continuity contingency plan. Preparation of internal and external audits.
- **2003/2005: Customer Service Analyst** in the departments of International Buyer Chargebacks, Greece Chargebacks and Belgium Customer Service. Job description: management of cases of unrecognised charges, investigation of fraudulent transactions, recovery of funds due to instances of fraud, internal accounts, maintaining customer credit card accounts and administrative work.

### Translation / interpreting

**2002 - present:** Working for translation agencies Lingua Global Solutions and Nova Traduccions in Barcelona. Working for direct clients on multilingual translation projects. Simultaneous and liaison interpreting at events such as an international food fair, Yamaha's AGM and Heinz's Euroforum congress. Consultant in dubbing projects for the Sonoblok studio.

## EDUCATION

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**2003-2005: Master's in 'Tradumática' (computer-assisted translation):** Localisation of web pages and translation tools (Autonomous University of Barcelona).

**2002-2003: Master's in audiovisual and multimedia translation** (Autonomous University of Barcelona).

**2002: Bachelor's degree in applied foreign languages** (Marc Bloch University, Strasbourg, France).

## PERSONAL PROJECTS

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**CCOO delegate on works council (2010-2015):** Active member of the Barcelona Service Center works council, taking part in its various activities (negotiations, equality committee, conflict investigation committee, translation of press releases, etc.). Support work on the union's activities and tasks (strikes, demonstrations, congresses, database updates, administrative tasks etc.).

**Sants Time Bank:** This is a project set up in the Sants neighbourhood, developing a network of people who exchange services free of charge. The aim is to promote social awareness, support the integration of disadvantaged groups and build trust among neighbours. Here are my TV interviews, in Catalan ([www.youtube.com/watch?v=kIVlqg-VXwO](http://www.youtube.com/watch?v=kIVlqg-VXwO)) and Spanish ([www.youtube.com/watch?v=Yn\\_ruDJ2RwE](http://www.youtube.com/watch?v=Yn_ruDJ2RwE)).

**Barcelona Service Center green committee:** The green committee is a group set up by employees within the company to help achieve the company's environmental goals and encourage employees to take actions to reduce their environmental impact.

## LANGUAGES

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**GREEK:** native

**ENGLISH:** high level written and spoken (Cambridge Certificate of Proficiency in English);

- six months Erasmus in Northern Ireland

**FRENCH:** high level written and spoken (Diplome Approfondi de la Langue Française);

- three years' studies in France and several stays in Belgium

**SPANISH:** high level written and spoken (Diploma Cervantes - Nivel Superior);

- 15 years living and working in Barcelona

**CATALAN:** high level written and spoken (Diploma C de Suficiencia)

## I.T. SKILLS

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Microsoft Office: Word, Excel, PowerPoint, Visio

Interactive training course development programs: Lectora, Camtasia

Translation tools: Trados, Deja Vu, Transit

Citibank applications: Programs relating to customer service, internal audit and training

## ADDITIONAL INFORMATION

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Letter of recommendation available if required.