

## PERSONAL INFORMATION

## Sofia Reppou

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## WORK EXPERIENCE

01/01/2019

**Research Associate**

Aristotle University of Thessaloniki, Thessaloniki (Greece)

Research Associate at the Medical Physics Laboratory, School of Medicine.

Project manager for INADVANCE project. INADVANCE is a European funded project (H2020) for Patient-centred pathways of early palliative care, supportive ecosystems and appraisal standard.

Project manager and coordinator of the H2020 LifeChamps project (A Collective Intelligence Platform to Support Cancer Champions).

Research Associate at CEPEH Erasmus+ project for "Chatbots Enhance Personalised European Healthcare Curricula"

01/12/2013–31/12/2018

**Research Associate**

Ormylia Foundation, Ormylia (Greece)

[www.artdiagnosis.gr](http://www.artdiagnosis.gr)

Social expert working in national and European projects (Robotic Applications for Delivering Smart User Empowering Applications\_RAPP\_FP7, Integrated Platform for the European Research Infrastructure ON Cultural Heritage \_ IPERION CH\_H2020, Multimodal Scanning of Cultural Heritage Assets for their multilayered digitization and preventive conservation via spatiotemporal 4D Reconstruction and 3D Printing\_SCAN4RECO\_H2020, IoT technologies and robotics in education for the development of interactive applications\_ TekTrain \_ National Research programme).

Administration of European and National Projects. Financial reports, deliverable and dissemination reports, follow up to ensure the timely procedure.

Proposal writing for seeking and securing European and National funding. Long term experience of developing and sustaining long term national and international partnerships with multiple stakeholders.

16/11/1998–31/03/2013

**Executive officer (Team Leader)**

Vodafone S.A., Thessaloniki (Greece)

Coordinate and take part in several projects to achieve customer service excellence, suggest innovative products, create efficient strategic plans and produce action plans for increasing productivity, quality, and customer-service standards. Project owner of the company's customer support via e-mail and social media.

Improve customer service quality results by studying, evaluating, and re-designing processes, establishing and communicating service metrics, monitoring and analyzing results.

Accomplish customer service human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching and counseling employees.

Determine customer service requirements by maintaining contact with customers, visiting operational environments, conducting surveys, benchmarking best practices, analyzing information and applications.

01/09/2009–31/03/2010

**Research Associate**

Aristotle University of Thessaloniki, Lab of Medical Physics, Thessaloniki (Greece)

Administrative assistant in mEducator BPN project (Multi-type Content Repurposing and Sharing in Medical Education", funded by European Commission - Information Society and Media Directorate General). Work collaboratively with a diverse team to create and manage best practice solutions for Medical Learning.

- 01/10/2007–31/05/2008 **Psychologist**  
ARSIS, Thessaloniki (Greece)  
Volunteer work as a counsellor at the Diavata Prison (Ministry of Justice) under the auspices of ARSIS (non-governmental organisation). Organise educational meetings with academic visitors to inform inmates about health and technology issues.
- 01/03/2003–30/06/2003 **Project manager**  
Vodafone Omnitel, Milan (Italy)  
Extended Job Rotation Program. Project owner for enrichment of CRM tool 'Pegaso'. Improve customer service quality results by studying, evaluating, and re-designing tool processes. Monitoring and analyzing results. Implementing changes.
- 01/03/1996–30/11/1998 **Customer Care Representative**  
Taxi way (Radiotaxi), Thessaloniki (Greece)  
Advanced Customer Services, monitoring customer needs and implement best practices for service excellence.
- 01/01/1997–31/12/1997 **Psychologist**  
Organisation for 'Cultural Capital of Europe, Thessaloniki 1997', Thessaloniki (Greece)  
Organise and supervise cultural clubs for immigrants and repatriated young people. Organise cultural events to promote arts and support repatriated or immigrant artists. Edit articles for Club's Bulletin.
- 01/08/1994–31/08/1997 **Psychologist**  
Institution for Children with Disabilities: 'KEPEP Saint Demetrios' & North Greece Spastic Institution. Assistant in Summer Camps for people with disabilities. Support young people with disabilities in everyday tasks, organise entertainment events and sustain their social rehabilitation
- 01/03/1996–30/06/1996 **Psychologist**  
Aristotle University of Thessaloni, Thessaloniki (Greece)  
Aristotle University of Thessaloniki and Pontian Association "Panagia Soumela". Counsellor in Vocational Seminars for Repatriated Greeks from the former Soviet Union countries. Run group counselling sessions to support repatriated Greeks in everyday life and adjusting difficulties.

## EDUCATION AND TRAINING

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- 01/02/2007–31/10/2008 **MSc in Psychology and Counseling, The University of Sheffield, Master of Science with Merit.**  
University of Sheffield
- 01/11/2001–31/05/2002 **Certificate of specialisation in "Theory and Practice in Management, Marketing and Strategy" for Vodafone Executives**  
University of Macedonia, Thessaloniki (Greece)
- 01/10/1990–30/06/1995 **Degree in Psychology, Aristotle University of Thessaloniki, Greece**  
Aristotle University of Thessaloniki, Thessaloniki (Greece)  
Major in Clinical and Social Psychology  
1994-1995 Studying in the context of the Erasmus student exchange programme at the University of Manchester, UK (Department of Psychology)

## PERSONAL SKILLS

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Mother tongue(s) Greek

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
French	B2	B2	B2	B2	B2
Italian	B1	B1	A2	A2	A2
Arabic	A1	A2	A1	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
Common European Framework of Reference for Languages - Self-assessment grid

Communication skills

Excellent communication skills gained through my professional experience as a psychologist but also as a customer service representative and team leader in a multinational company.  
 Excellent contact skills with people of all ages and all cultural groups.

Organisational / managerial skills

- Leadership (responsible for teams of more than 10 persons)
- Excellent organisational skills gained as a team leader and project manager
- Very good team leading skills gained from leading and working with teams for more than 20 years.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Independent user	Independent user	Independent user

Digital skills - Self-assessment grid

Very good command of Office Suite (word processor, spread sheet, presentation software)

Other skills

- first aid: certified in providing first aid
- safety and security: certified training for fire safety
- certified training in ISO 17025:2017 (9001 included)
- diploma in sailing

Driving licence B

ADDITIONAL INFORMATION

Publications

1. From Elderly Coaching Solutions To Palliative Care Ecosystem Augmentation Via Patient-Centred Technologies and Training, Panagiotis D Bamidis, Evdokimos I Konstantinidis, Sofia Reppou, Georgios Ntakakis, Gareth Frith, Suzanne Bickerdike, Trudie E Roberts. From elderly coaching solutions to palliative care ecosystem augmentation via patient-centred technologies and training. In PD Bamidis and L Despotova-Toleva (Eds). Contemporary General Practice Challenges. In Press (ISBN: 978-960-243-709-4)
2. Robotic Applications Towards an Interactive Alerting System for Medical Purposes, Panayiotou et al., June 2017, Conference: 2017 IEEE 30th International Symposium on Computer-Based Medical Systems (CBMS), DOI: 10.1109/CBMS.2017.17
3. Variable structure robot control systems: The RAPP approach, Zielinsky et al., May 2017, Robotics and Autonomous Systems 94, DOI: 10.1016/j.robot.2017.05.002

4. Relieving Robots from Their Burdens: The Cloud Agent Concept (Short Paper)," A. G. Thallas, K. Panayiotou, E. Tsardoulis, A. L. Symeonidis, P. A. Mitkas and G. G. Karagiannis, S.Reppou, 2016 5th IEEE International Conference on Cloud Networking (Cloudnet), Pisa, 2016, pp. 188-191, doi: 10.1109/CloudNet.2016.38.
5. The RAPP project: Robotic applications for older-adult cognitive games, S.E. Reppou, K.L. Panayiotou, G. Karagiannis (2016). Gerontechnology, 15(0), 158-158, DOI:10.4017/gt.2016.15.s.826.00
6. Towards an integrated robotics architecture for social inclusion – The RAPP paradigm, Tsardoulis et al., September 2016, Cognitive Systems Research, DOI: 10.1016/j.cogsys.2016.08.004
7. RAPP: A Robotic-Oriented Ecosystem for Delivering Smart User Empowering Applications for Older People, Reppou et al., June 2016, International Journal of Social Robotics 8(4), DOI: 10.1007/s12369-016-0361-z.
8. Robot-assisted cognitive exercise in mild cognitive impairment patients: The RAPP approach, Kintsakis A., Reppou S., Karagiannis G., Mitkas P., November 2015, Conference: E-Health and Bioengineering Conference (EHB), Iasi, Romania. DOI:10.1109/EHB.2015.7391355.
9. Assistive and Companion Robots in the frame of the RAPP project", Karagiannis G. & Reppou S., ELEVIT 2015, Athens, Greece
10. Merging Robotics and AAL ontologies: The RAPP methodology, Automation-Innovations and future perspectives, E.G. Tsardoulis, C. Zieliński, W.Kasprzak, S. Reppou, A.L. Symeonidis, G. Karagiannis, PIAP Conference, Warsaw 2015.
11. Social Inclusion with Robots: a RAPP case study using NAO for technology illiterate elderly at Ormylia Foundation, Automation-Innovations and future perspectives, Reppou S. & Karagiannis G., PIAP Conference, Warsaw 2015.
12. Social Inclusion with Robots: A RAPP Case Study Using NAO for Technology Illiterate Elderly at Ormylia Foundation, Reppou S. & Karagiannis G., January 2015, Advances in Intelligent Systems and Computing 351:233-241, DOI: 10.1007/978-3-319-15847-1\_23

#### Seminars

1. Training in public procurement\_ 7-8/05/2018\_MOU S.A. (Management Organisation Unit Of Development Programmes)
2. Basic requirements and applications for ISO 17025:2017 (ISO/IEC 17025:2017 specifies the general requirements for the competence, impartiality and consistent operation of laboratories. It is applicable to all organizations performing laboratory activities, regardless of the number of personnel), 24/10/2017, National Quality Infrastructure System, Hellenic Institute of Metrology.
3. TEFL for Volunteer Teachers of Refugees, May 2017, University of Leicester.
4. Workshop on Social Entrepreneurship, 20/04/2015, City College.
5. 5th International Strategic People Management Workshop, 10/04/2012, City College.
6. The need for a new leadership paradigm: towards polyarchical leadership, 24/11/2011, CITY College.
7. 3rd International Strategic People Management Workshop, 05/04/2011, City College.
8. Leading Change - Behavioural Implications of Change, 7/11/2006, SYNAPSES
9. Leading Change, 30-31/10/2006, SYNAPSES
10. Safety and Security at Work, Fire Safety, January 2006, A&C, RMS.

#### Volunteer work

- 1990-1995: volunteer work for children with special needs ( The Spastics Society of Northern Greece) and the Centre Of Rehabilitation & Treatment Of Children With Disabilities In Thessaloniki.
- 1996-1998: volunteer work for the "Wild Life" in Thessaloniki (care and rehabilitation of endangered birds and animals).
- 1998 up to now: volunteer blood donor.
- 2016 up to now: volunteer work at the Social Space for Immigrants and Refugees in Thessaloniki.