



Personal Details

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SUMMARY

Enthusiastic IT Support professional with 7 years of experience seeking to benefit an IT Department with complex technical knowledge and strong time management skills. Capable of resolving complex hardware, software and networking issues. Experienced in the installation and maintenance of workstations, laptops and LANs. Monitoring overall systems security, familiar with backup policies and installing various network components. Well grounded in Microsoft Office products and the Office 365 administrator panel. Skilled at Windows Server Active Directory as well as DNS and DHCP servers. With skills also on JavaScript, seeking the opportunity to work as Junior Full Stack Web Developer. I am able to bridge the gap between technical and non-technical employees, hard working and able to multi-task effectively.

EDUCATION

October 2009 – July 2011: Graduate of the Renti Public Vocational School with the specialization “Information Systems Applications (Multimedia) Technician”

September 2006 – June 2009: 13th High school of Piraeus (GPA 17,3)

LANGUAGES

English: Michigan Lower

German: Basic Understanding and Speaking Skills

Greek as a Native Language

WORK EXPERIENCE

January 2020 – Up to date **Diligent Holding S.A**: With the role of System and Network administrator, for a group of companies (President hotel, Astor hotel and Diligent), responsible for up to 200 users and 15 vessels. Implementation of new projects, such as the installation of

new wlan for the hotels, cyber security, IP cameras, maintaining up to 20 windows and ubuntu servers (3 domains), configuration of new switches (dell and HP) with multi vlans, VoIP PBX call center and many duties including maintenance and upgrades.

June 2019 – January 2020 **Estia Developments:** Work as System Administrator focusing on 150 endpoint devices, office 365 and SharePoint online, Dropbox for Business, Ethernet switches and wireless networking.

May 2018 – June 2019 **Technet TILTD:** IT Support Engineer installing and maintaining networks, servers, endpoints, troubleshooting software and hardware problems on site in Greece and abroad.

April 2016 – May 2018 **Medusa Technologies:** Junior IT Administrator on site supporting 70 endpoint users call center support (Freepbx) and VOIP phones installing and troubleshooting.

February 2016 – April 2016 **Clermont:** Data entry and IT Support

March 2014 – July 2015 **AirFasttickets:** Junior IT Support Engineer hands on installing printers and troubleshooting.

May 2013 – March 2014 **Boroume:** Junior IT Support to a nonprofit company supporting a windows server 2008 installation.

FREELANCE WORK

November 2017 **Nissos Beer:** Office 365 Administrator and configuration (Create user and e-mail accounts)

September 2017 **KRS Financial Control:** Daily server monitoring, plesk e-mails setup and troubleshooting.

July 2017 **Ask2go:** Installing ticketing printers (Forthcrs) and supporting hardware, software and e-mails.

September 2016 **Astron Ship Management SA:** Daily servers monitoring (including backup - security), troubleshooting hardware and software issues.

SKILLS

Full Stack Web Dev	JavaScript, Node Js, HTML, CSS, React JS, Express JS
Databases	Mysql, MongoDB

Servers	Windows Server 2008, 2012 (incl. R2), 2016, 2019, Ubuntu Sever 18.04 mostly on Dell hardware, FreePBX, IRIS on CentOS, Danaos, Softone, Fidelio hospitality server, Veeam Server, Webhotelier, Telix
Protocols	Active Directory, DNS, DHCP, MAIL (SMTP, IMAP,POP3), SMB, FTP, HTTP(S), SIP, 802.1Q, 802.1P, 802.11, SNMP, DTP, VTP,SNAT,HSRP,STP,OSPF,EIGRP,BGP,RIP
Endpoint	Windows XP, 7, 8, 8.1,10 (all versions) installing and troubleshooting

Networking	Routers, Switches, Access Points, Firewalls mostly Cisco Meraki, Ubiquiti and HP-Aruba, Dell switches
Web	Wordpress, Sharepoint, Joomla, Prestashop, CMS, Dropbox For business,phpbb3
Application	MS Office and Office 365, Most popular Security Suites and Antivirus Programs, Worldspan, Remote Desktop, Anydesk, VNC, Backup Software
Virtualization	Hyper-V, VirtualBox, Vmware Player and ESXi
Printers	Expert troubleshooter and installer of business printers(OKI, HP, XEROX, KONICA MINOLTA etc), Ticketing Systems
Mobile	Configuration of business apps on Android and iOS smartphones
Other	IP Surveillance Cameras, POS installing and maintenance

CERTIFICATIONS

- CCNA : Cisco Networking Academy Program pending Final Examination by Pearson VUE
- Full Stack Web Developer: PeopleCert Academy, Coding Bootcamp in progress
- “Introduction to Cybersecurity” Certification by Cisco Networking Academy valid until 2021
- OKI Printers Maintenance Certification Course

ADDITIONAL SKILLS

- Greek driver’s license (motorcycle: Class A, car: Class B)
- Guitar

PERSONAL TRAITS

- Good Communication skills
- Team Player
- Fast Learner
- Hard Working
- Optimistic
- Positive attitude towards learning new things

REFERENCES

Available upon request.