CHRISTOS STEFANAKIS

KONTAKT

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SKILLS

- Programming (Python, Java)
- Web Design (HTML, CSS)
- Scripting
- SQL
- MS Office
- Computer System Repair and Configuration
- Customer Service
- Team Leadership
- Order and Inventory Management
- Technical Support

LANGUAGES

- Greek: C2
- Czech: C1
- English: B1

HOBBIES

- Multimedia applications
- Cycling
- Cooking

ABOUT ME

I am a dedicated and versatile Computer and Network Engineer with a strong interest in programming, web design, and scripting. I am currently expanding my technical skills through courses in programming, SQL and JavaScript. My professional experience includes leadership roles where I have overseen customer service, order management, employee supervision, machinery maintenance, and sales operations.

COURSES ATTENDED

- Software Development Academy, March 2024, in progress
  Git, JUnit, SQL, HTML, CSS, Angular, Java Script, Node js, Angular CLI
- University of California, Davis, February 2024, in progress
  JavaScript
- Americká Jazykovka, January 2024, in progress
  English
- University of Michigan, December 2023
  Python

EDUCATION

I.E.K. (Institute of Vocational Training)

Diploma: Network Engineer and web developer

ISCED 4

2003 - 2006

- Installation and configuration of computers, networks.
- Web sites building and multimedia applications.

T.E.E. (Technical Vocational Institute)

Diploma: Support of operating systems and networks. (Information Technology**)**

ISCED 3

2000 - 2003

- Computer Engineer (hardware, software).
- Installations of operating systems and programs.
- Networks support and information systems.

WORK EXPERIENCE

Team Leader, at Tesco Stores s.r.o,

2012 - 2023

District Brno-City, Czech Republic

- Led a team of 12 employees, fostering a collaborative and productive work environment.
- Developed and managed employee schedules to ensure optimal coverage and efficient operations.
- Provided comprehensive training to team members, enhancing their skills and performance.
- Maintained high standards of customer service, resolving issues and ensuring customer satisfaction.
- Monitored team performance and implemented strategies to improve efficiency and effectiveness.
- Coordinated with other departments to streamline operations and achieve organizational goals.
- Conducted regular team meetings to communicate updates, provide feedback, and motivate staff.

Computer support and Team leader at "Stadium" - entertainment center

2008 - 2011

66 Karaoli & Dimitriou str., 562 24 Thessaloniki - Evosmos, Greece

- Team Leadership: Supervised a team of 9 employees, providing guidance, support, and training to ensure high performance and professional growth.
- Scheduling: Planned and managed work schedules, ensuring optimal coverage and efficient use of resources to meet operational demands.
- Order Management: Coordinated and placed orders for necessary supplies and equipment, maintaining inventory levels and ensuring timely replenishment.
- Customer Service: Delivered exceptional customer service, addressing and resolving customer inquiries and issues promptly to ensure satisfaction.
- Technical Support: Performed computer repairs and troubleshooting, resolving technical issues and ensuring the smooth operation of IT systems.
- Process Improvement: Identified and implemented process improvements to enhance team efficiency and service quality.

Driver at Greek Army

2007 - 2008

Kaválla, Eastern Macedonia and Thrace, Greece

- Jsem plnil roli řidiče a zároveň prováděl kontrolu zboží při jeho příjmu a výdeji do kasáren.

System Administrator at "College" - internet cafe

2006 - 2007

48 Gevgelis str., 561 21 Thessaloniki - Ampelokipoi, Greece

- Customer Service: Providing excellent customer service, addressing inquiries, and resolving issues promptly.
- System Monitoring: Keeping track of computer usage, monitoring for any unusual activity, and ensuring the smooth operation of all systems.
- User Management: Creating and managing user accounts, ensuring appropriate access levels, and maintaining user databases.
- Financial Transactions: Handling payments, managing cash flow, and maintaining accurate records of transactions.
- Inventory Management: Keeping track of hardware and software inventory, ordering supplies as needed.

School practice at Altec s.a.

2006

Michail Kalou 6, 546 29 Thessaloniki, Greece

- Installation of computer units and their configuration.
- Connecting devices to the network.
- Troubleshooting peripheral components.