PANTAZATOS DIMITRIOS-VASILEIOS

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Professional Experience

Oct 2016 – Present

National Technical University of Athens, Athens, Greece. Phd Candidate & Research Associate, Network Management & Optimal Design Laboratory (NETMODE)
- Actively participating in H2020 Up2U Project on work packages: WP2 (Dissemination and Outreach), WP4 (Integrated Application Toolbox), WP5 (Learning Community Management), WP6 (Privacy and Security), WP7 (Pilot Coordination), WP8 (Sustainability and Exploitation of results)
- Creation, Maintenance & Administration of NETMODE's Websites & Infrastructures,
- Proper administration of SSL certificates and licenses as required,
- Development of new web apps in accordance to academic and laboratory needs,
- Labs' participation for the undergraduate courses "Network Management – Intelligent Networks" and "Queuing Systems & Applications"

Oct 2016 – Jan 2018

IEK Alfa Vocational School, Athens, Greece. IT Programming Tutor
- Tutor of IT programming & economics, with orientation in OpenGL & PHP programming Language.

Dec 2015 – Sep 2016

Korelko Group of Companies, Athens, Greece. Web Developer and Digital Marketing Assistant
- Creation & Administration of Korelko's Group of Companies Websites,
- SEO's ranking optimization of the websites,
- Campaigns advertisements on Google AdWords and Facebook
- Actively participated in the administration of the Networking Infrastructure of the company
- Actively participated in the early stages of the development of a custom web-based CRM, in accordance to the business needs.

Nov 2014 – Apr 2015

IEK Korelko Vocational School, Athens, Greece. IT Programming Tutor
- Worked as an IT Programming & Economics Tutor, with orientation in Unity Game Engine, Web Servers' Administration and Penetration Testing, as well as in Mathematics for Economics & Marketing.

Nov 2014 – Apr 2015

National Confederation of Disabled People (NCDP), Athens, Greece. Non-Profit Program Co-ordinator
- Actively participated in the promotion of the Non-Profit organization within the community,
- Responsible for the overseeing program's staff/volunteers,
- Responsible for the administration management of the Non-Profit program on a specific organization that was implementing the program

Jun 2009 – Feb 2014

ICAP Group, Athens, Greece. Customer Support Representative
- Worked as Attika's Gas Company Customer Support representative; extensive usage of SAP R3 (now called SAP ERP Central Component) billing & order fulfilment system,
- Responsible for opening and maintaining customer accounts on SAP CRM & reporting to the sales department,
- Worked as a customer support representative, aiming to resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution,
- Attraction of potential customers by answering product and service questions; suggesting information about other products and services.

Education

Oct 2016 – Present	National Technical University of Athens, Athens, Greece. ***PhD Candidate, Network Management & Optimal Design Laboratory, School of Electrical and Computer Engineering*** - The proposed doctoral thesis is based on the creation of a virtual class multi-agent environment integrated with Learning Analytics.
Oct 2016 – Present	University of Piraeus, Piraeus, Greece ***Post-Graduate Professional Degree, Certified Systemic Analyst Professional*** - On this Professional Degree it was given the opportunity to learn about Project Management (some of the lectures were based on the PMI certification exams) and about methodologies like Lean Six-Sigma etc. The Certification project is based on the analysis of an educational institution's operations and how these can be optimized based on the systemic analysis.
Oct 2013 – Oct 2016	University of Piraeus, Piraeus, Greece ***MSc in Informatics (9.61/10)*** - Master Thesis: Introduction to game theory and applications on economics and negotiations (10/10)
Oct 2008 – Oct 2013	University of Piraeus, Piraeus, Greece ***BSc in Economics (7.35/10)***

Certifications & Qualifications

- Holder of Google AdWords Certification (2016)
- Holder of Google Analytics Certification (2016)
- Holder of Cisco IT Essentials (2014)
- Holder of the Certificate of Proficiency in English, University of Michigan (May 2009)

IT Skills

Operating Systems (Servers) Network Monitoring Tools, Automation Frameworks & Server Virtualization Software	- Strong knowledge of CentOS, FreeBSD, Ubuntu Server, Debian Server, Windows Server 2012 - Strong Knowledge of VMWare VSphere - Good knowledge of Nagios, Zabbix, LibreNMS - Good Knowledge of Ansible and Puppet Automation Frameworks
Analytics Platforms	- Strong Knowledge of Matomo Analytics Platform and Google Analytics
Programming languages	- Good Knowledge of C, C++, Visual C#, HTML, CSS/Bootstrap, PHP, Javascript, Python, Actionscript. - Familiar with Laravel (PHP framework) and Angular (JS Framework)
Database Administration	- MS SQL, MySQL, PostgreSQL, Microsoft Access, MongoDB
CMS & LMS	- Strong Knowledge of Wordpress, Joomla - Strong Knowledge of Moodle and edX LMS

Interests

- Sports (Football, Basketball)
- Reading
- Guitar

References can be provided upon request