

# Ioannis Efremiadis

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<b>Nationality:</b>	<b>Greek/Irish</b>
<b>Address:</b>	<b>Nea Smyrni, Athens</b>
<b>Mobile:</b>	<b>+30 6942078242</b>
<b>E-mail:</b>	<b><a href="mailto:ioannis.ef91@gmail.com">ioannis.ef91@gmail.com</a></b>

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Self-motivated and hard-working individual especially when there is interest involved. Great communication skills developed through years of working with costumers in the Tech industry. Very fast learner of how things work and highly adaptable to various situations that may occur in work space or elsewhere. Due to my field of study I have developed technical thinking and problem solving skills.

## Education:

- 1<sup>st</sup> and 2<sup>nd</sup> level of education in Greece
- Fluent in Greek/English (Bilingual)
- Lower certificate in German
- Bachelors in Electronic Systems Engineering in C.I.T(Ireland)

## Knowledge in field of study (Major Projects)

One of my major projects I developed was a heat transfer calculator in liquid heating systems. Using a microcontroller, temperature sensors and a liquid flow meter, it calculated the amount of heat energy transferred from the hot water in radiators into the room. The project was developed using C++ programing language which was used along with Proteus design software to program the 16-bit PIC microcontroller.

During the Electronic Engineering course I found **Engineering Mathematics, Microcomputer Applications, Control Systems** and **Project Managing** appealing to me.

The most recent project I developed is a FM modulator/demodulator using a USRP software defined radio device (SDR) by National Instruments. Using the LabVIEW software suite; I programmed the device to receive and demodulate FM live broadcasts and the opposite, frequency modulating audio files for live transmission. This gave me the opportunity to work with high end industrial devices and gain knowledge and experience in the widely known LabVIEW platform. (Details about projects can be discussed in detail if requested)

## **Professional experiences:**

### **To Date**

Currently a Research and Development Engineer for a Technology company here in Athens since the start of this year taking part in European Projects and making partnerships with other EU SMEs as a part of larger projects. I personally focus on innovation and technology and currently participating in 2 projects at this time. My main scope is research and Development (Technological research - Software programming – Technical Documentation), B2B communications (Meetings with Partner SMEs for planning - travelling for project trials - Presentations) and making sure we keep up with the tasks based on the Overall Project Plan. Part of my role includes Document writing (Project Deliverables - integration test reports etc.). Experienced in the use of Linux OS commands - Python 2-3 - Embedded Systems - Reports / Tests and Document writing as well as B2B communications.

### **Year 2018 (October)-2019(September): Customer support Specialist (Antelope Systems)**

As a support specialist at the Support Center, I was responsible for accounts inside the Department, to ensure that my service met the expected levels of service and that continual improvement and service excellence was core to the ways of working. Always aiming for the highest standards of the experience we delivered to our customers within a culturally rich and diverse environment. My role was also to use customer savvy and industry background approaches to develop innovative ways to identify, connect, and support customers who need help to grow and thrive. Always up to date with our development and R&D team regarding latest issues and hotfix deployments as well as advanced troubleshooting involving tables and Database queries.

### **Year 2017(October)-2018(August): Technical support Representative (Teleperformance Hellas) (Dropbox Inc.)**

I have worked as a technical support representative for Teleperformance Hellas. I supported a world-wide leading cloud storage service platform for businesses (both the website interface and all the device applications for all supported operating systems). I learned much about customer experience and customer service. Also, I was GDPR compliant; as I was dealing with sensitive client information (payment information - personal and corporate data) which needed to be handled with utmost discretion.

**Year 2016-2017:****Greek military service**

I completed my Greek military service (9 months) in 2016-2017. I was based in Cyprus learning about artillery systems and trained to operate heavy military equipment. This period of 9 months in the military taught me numerous skills (such as planning, organization and preparation skills) and gained useful experiences throughout.

**Skillset being obtained:**

Currently undertaking an Udemy course on Full Stack Web Development and learning:

- HTML5
- CSS
- JavaScript
- MongoDB
- MySQL

**All references and Project Portfolios are available upon request**