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Top Skills

Customer Satisfaction
Technical Support
Customer Experience

Languages

Greek, English (Professional
Working)

Certifications

Data Science Professional
Data Analytics Bootcamp

Simos Michail

IT Specialist | Junior Frontend Developer | Junior QA | Soc Analyst
L1
Limassol, Cyprus

Summary

Passionate about technology, I am an aspiring IT Specialist & Software Developer with a strong foundation and enthusiast.

I have developed strong problem-solving skills, with my education and experience.

Completed hands on projects in Web Development (Html, CSS, Javascript , Git, GitHub, Python, MySQL). You may look at my Web portfolio.

In IT: troubleshooting ,traffic analysis, network administration, NAT Network, Subnets, OSI-TCP/IP, DHCP, DNS, VPN, Firewall,VMware, HyperV, WindowsServer2019 setup, FTP server, Active Directory, Group Policies, User permissions, Admins, Remote access/login, SSH, NGINX server, APACHE 2 server.
Operating Systems : Linux OS, Windows OS, Installation, PC troubleshoot, install-remove parts, security, updates.
Tools: Nmap, Cisco Packet Tracer, Wireshark ,CMD, Power Shell, Bash.

Office skills: Excel, Office Suite365, Google Drive, One Drive, Dropbox.

Tickets system : Jira.

I am open for roles as IT Specialist, Junior Software Developer, Junior QA Engineer, Junior Front End Developer, SOC Analyst L1 , also am open for internships if that is the policy of the company before bringing someone on board.

Experience

Workearly Greece
Data Analytics Bootcamp

October 2022 - April 2023 (7 months)

- Tableau, Power BI, Apache Spark, NumPy, Pandas, Excel, SQL, Python
- Business & Data Analysis, ETL Process, Data Visualization & Preparation, Reporting & Performance metrics (KPIs)

Private Organization

Delivery Driver

February 2021 - July 2022 (1 year 6 months)

Cyprus

Delivery of goods, various products food, material things for house, paper boxes, insulation foams, unloading containers in warehouse. Supervision of products, counting measurements, portions control.

TELMEN LTD

Commercial Plumber

January 2017 - September 2020 (3 years 9 months)

Cyprus

- Installed valves, hangers, supports, and flanges inside piping systems.
- Repaired plumbing systems, components, and equipment.
- Central Heating, A/C installations piping, Gas line Pipes Projects.

SYKES

Customer Support Representative

April 2015 - October 2016 (1 year 7 months)

- Updated account information to maintain customer records.
- Responded to customer requests for products, services, and company information.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Answered product and service questions, suggesting other offerings to attract potential customers.

Education

Cyprus College

IT Computer and Networks · (October 2023 - June 2025)

freeCodeCamp

Web Development