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(Personal)
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mywebportfoliosimos/ (Personal)

Top Skills

Customer Satisfaction

Technical Support

Customer Experience

Languages

Greek, English (Professional
Working)

Certifications

Data Science Professional

Data Analytics Bootcamp

Simos Michail

IT Specialist | Aspiring Software Developer
Limassol, Cyprus

Summary

An aspiring IT Specialist & Software Developer with a solid
foundational knowledge and a proactive approach.

Practical experience have cultivated robust problem-solving skills.
Completed hands-on web development projects utilizing HTML,
CSS, JavaScript, Git, GitHub, Python, and MySQL, as showcased in
web portfolio.

IT skillset includes proficiency in troubleshooting, traffic analysis,
network administration (NAT Network, Subnets).

Understanding of OSI-TCP/IP models   protocols (DHCP,
DNS, VPN, Firewall),   virtualization technologies (VMware,
HyperV), Windows Server 2022 setup, FTP server configuration,
Active Directory management (Group Policies, user permissions,
administrator roles), remote access solutions (SSH), and web server
technologies (NGINX, Apache 2).

Possesses experience with various operating systems, including
Linux and Windows (installation, PC troubleshooting, hardware
maintenance, security protocols, and updates).
Familiar with diagnostic and network analysis tools such as Nmap,
Cisco Packet Tracer, and Wireshark, along with command-line
interfaces (CMD, PowerShell, Bash).

Furthermore, office proficiency in Excel, Microsoft Office 365 Suite,
Google Drive, OneDrive, and Dropbox, using the Jira ticketing
system.

Seeking opportunities as an IT Specialist, Junior Software
Developer, or Junior Front End Developer, open to internship
positions as per company policy.

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)

PrivateOrganization
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.

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Education

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