

GRIGORIS KAZAKOY

📍 Athens, Greece 17672 | ✉ gregkazakou@gmail.com | 📅 Date of Birth: 31/10/1995 | ☎ +306946692139

🔗 ABSTRACT

Enthusiastic and results-driven IT professional with expertise in SAP/ERP, CRM, SaaS, EFT/POS, and WMS solutions. Proficient in optimizing complex systems, resolving technical challenges, and aligning projects with evolving business demands. Experienced project manager with a strong background in Agile methodologies, team leadership, and delivering high-quality outcomes.

With extensive experience in both small and large teams, I have contributed to some of the most significant and demanding projects. My work has focused on successfully driving digital transformation initiatives, including E-Invoicing, EDI, B2G integration, and delivering a wide range of custom solutions tailored to client needs.

📁 PROFESSIONAL EXPERIENCE

🏢 Project Manager

Softone - Impact | Hybrid | Moschato, Greece | Nov 2023 - Present

- Lead project delivery from planning to execution, ensuring alignment with client specifications.
- Provide Level 3 technical support and resolve complex business inquiries.
- Manage team performance and oversee quality assurance for all project deliverables.
- Deliver technical and business reports, ensuring effective communication with stakeholders.

Skills: Agile, Scrum, Project Planning, SaaS, Postman API, MyData , E-Invoicing, Microsoft Azure, SQL

🏢 Digital Software Consultant

Epsilon Net | Remote | Oct 2022 - Nov 2023

- Designed custom software solutions for clients, tested in SaaS environments.
- Worked with integrators to implement and troubleshoot system configurations.
- Provided training on SaaS products and maintained strong client relationships.
- Contributed to codebase improvements and collaborated on product roadmap.

Skills: Microsoft Dynamics NAV, SaaS, Data Analysis, XML, JSON, Postman API, SQL

🏢 Information Technology Manager Specialist

Sposa Ltd - Sposa Sport Group | On-site | Glyfada, Greece | Dec 2017 - Sep 2021

- Reported on technical issues, provided IT solutions, and improved team productivity.
- Managed ERP/CRM system education and daily user support.
- Oversaw system upgrades, network configurations, and IT infrastructure.

Skills: IT Support, ERP Systems, Network Administration, Documentation, Server Management

Greek Military Service

401 General Military Hospital of Athens | Athens, Greece | Sep 2021 - Sep 2022

- Provided technical support, troubleshooting hardware and network issues.
 - Assisted in the administration of resources and managed communication systems.
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EDUCATION

Bachelor's Degree in Information Technology

Sivitanidios Vocational Training Institute | Oct 2015 - Dec 2018

- Focus on multimedia, web development, and business software applications.
- Proficient in C#, C++, HTML, CSS, Java, SQL, and cloud technologies.

Certification in Information Technology

Sivitanidios Technical High School | Sep 2012 - Jul 2014

- Specialized in network installation, maintenance, and systems troubleshooting.
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CERTIFICATIONS

- AWS Shared Responsibility Model
 - Cyber Security & Social Networks (I.IEK KORELKO)
 - Deep/Dark Web (I.IEK KORELKO)
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SKILLS

Hard Skills:

- ERP/CRM Implementation, SaaS, Postman API, SQL, Microsoft Azure, XML, JSON, Microsoft Dynamics NAV, AWS, Cloud Computing.

Soft Skills:

- Agile Methodologies, Leadership, Problem-Solving, Team Collaboration, Customer Service, Time Management, Troubleshooting.
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ADDITIONAL INFORMATION

- Fulfilled military obligations.
- Languages: English (Fluent), Russian (Intermediate), Romanian (Intermediate), Greek (Native).
- Driving License: A, B.