STEFANOS **SGOURDAS**

39 The Distillery Court, The Maltings, Ballincollig, Cork · +353838740603

**Stefanos.sgourdas@gmail.com · https://www.linkedin.com/in/stefanos-sgourdas-4673702a ·
https://github.com/Stefanos01**

SUMMARY

- Experienced in reporting and data analysis supporting executive business management
- Experience in Apple -specific data management systems, reporting standards, quality procedures, hierarchy management and KPI's.
- Efficient in proposing innovative ways to handle data and response to business queries.
- Innovative and strategic approach to reporting and business analytics.
- Familiarity with multiple platforms, tools, methodologies in the data management, reporting and advanced analytics space including Tableau, Business Objects, Python, R.
- Excellent communication skills in both written and verbal language in English, Dutch and Greek.
- Able to multi-task but also efficient in activity prioritization
- Experience driving reporting improvements and technology implementations in support of business analytics
- Project management skills in IT and consulting sectors; able to work with tight deadlines; stress management
- Ability to comprehensively understand data elements, sources and relationships
- Ability to operate comfortably and effectively in a fast paced, highly-matrixed, rapidly changing environment
- Strong team player with excellent team leadership and effective influencer
- Knowledge of reporting tools such as Business Objects, Tableau.
- Hands on experience of programming languages such as JavaScript or Python.
- Knowledge of relational database technologies such as MySQL

EXPERIENCE

2015 – 2017

APPLE DATA ANALYST, BY GLOBETECH AT APPLE

Apple Maps Data Analyst, focus on Greek, Dutch and all English speaking countries.
• Work closely with developers, managers & customers to help define requirements, improvements and run the Data Transfer process.
• Focus on Data Transfer / Conversion Tools in place as well as the integration tool.
• Day-to-day use of skills focused on data analysis / database queries / troubleshooting / navigating the data interchange.
• Report to the systems manager and work with a wide range of stake holders.
• Analyze large sets of data relevant for specific markets.
• Provide market specific information.
• Check the results returned to users and confirm this is the best fit for the user as in terms, this is what they've been looking.
• Analyze and provide feedback on Maps data using an online tool.

2015 – 2017

INFORMATION SYSTEMS MANAGER, ARMA RESEARCH LTD.

Information Systems Manager responsible for:
• Accomplishing information systems staff results by communicating job expectations
• Training, coaching and counseling employees
• Evaluating user needs and system functionality of ICT facilities
• Scheduling upgrades and security backups of hardware and software systems
• Researching and installing new systems: initiating, coordinating, and enforcing systems, policies, and procedures
• Guaranteeing the smooth running of all ICT systems, including anti-virus software, print services and email provision
• Ensuring that users adhere to software licensing laws
• Providing secure access to the network for remote users and offering appropriate support and advice
• Keeping up to date with the latest technologies

2014 – 2015

SYSTEM & NETWORK ADMINISTRATOR, THE WEB GAMING & INTERNET SERVICES

• Server and Network Administrator
• Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements
• Perform data backups and disaster recovery operation
• Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system
• Design, configure, and test computer hardware, networking software and operating system software
• Supervise other network support and client server specialists and plan, coordinate, and implement network security measures.
• Diagnose hardware and software problems, and replace defective components
• Hardware Building Pc units & Troubleshooting and repairing Software and Games
• Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirement
• Design, configure, and test computer hardware, networking software and operating system software

2009 – 2014

PR MANAGER, SPARTACUS LTD - OLIVE PRODUCTS

• Family Business: Import & Export of high quality olive oil & olive products
• Perform Market research in order to increase export of the product
• Build up international business relationships
• Manage all PR-related matters
• Marketing: creation of website, folders, business cards, networking, etc.
• Recruitment of staffing

2007 – 2009

NOKIA TECHNICAL ADVISOR, SITEL

• Offer technical support for all Nokia phones (both B2C and B2B)
• Knowledge of the Symbian OS and hardware of Nokia products
• Maintaining and updating the Nokia Knowledge base and FAQ's (intranet)

- Update and maintain customer cases in the CRM database (Siebel)
- Report irregularities and pro-actively commit to finding a solution, ensuring and driving towards customer satisfaction
- Report to Nokia HQ (irregularities, frequent issues, KPI results)
- Liaise with the After Sales department

2004 – 2005

TECHNICAL SUPPORT AGENT, CAPGEMINI

- B2B Technical support and customer care for: NATO, 3SI Europe & Sigma-Kalon Europe:
- Installation & configuration of a company's computer hardware operating systems and Applications.
- Support for Clients network, operating in a Thin Client environment
- Resolving customer technical issues through diligent research, reproduction, and troubleshooting
- Document all technical inquiries, develop and review content for knowledgebase
- Maintenance and monitoring of computer networks and systems
- Logging the queries of customers and employees
- Analysis of call logs in order to discover any underlying issues or trends
- Diagnosing and solving hardware or software faults
- Testing and evaluating new technology
- Internal trainings for colleagues as appropriate
- Responding to call-outs in a timely fashion
- Following instructions, either written or in diagram form, in order to set up a system or fix a fault

EDUCATION

2017 - 2018

DIPLOMA IN FULL STACK & COMPUTER PROGRAMMING, CODE INSTITUTE

HTML5, CSS3, JavaScript Libraries including JQuery D3.js, Front End Frameworks, Bootstrap and AngularJS, Python, MongoDB & MySQL, Full Stack & Software Development

2017 - 2017

PROJECT MANAGEMENT, ADELAIDEX

Core knowledge & applied skills in project management, Essential communication, Planning & Developing, Project Risk, Project Teams and Communication, Project software & tools.

2017 - 2017

CLOUD COMPUTING, IEEEX

Cloud Computing, Dynamic Interactions and Computing Architectures, Saas, Paas, Iaas, Economics & Cloud Migration, Network Performance & Dependence, Reliability & Critical Processing, Open Source Software

LANGUAGES

- Greek : Excellent – Native Proficiency
- Dutch : Working Proficiency
- English : Excellent Working Proficiency