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| 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

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| 2015 – 2017Apple 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 – 2017Information 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 – 2015System & 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 – 2014PR 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 – 2009Nokia 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 – 2005Technical 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

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| 2017 - 2018Diploma 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 - 2017Project Management, AdelaideX Core knowledge & applied skills in project management, Essential communication, Planning & Developing, Project Risk, Project Teams and Communication, Project software & tools. 2017 - 2017Cloud 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

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| * Greek : Excellent – Native Proficiency * Dutch : Working Proficiency | * English : Excellent Working Proficiency |