Themistoklis Baltzakis

Systems and Network Engineer

Systems and Network Engineer with over 15 years of extensive experience in IT support, cloud solutions, and Cisco infrastructure management.

Dedicated Cloud and Virtualization Engineer with a proven track record in managing and optimizing Cisco infrastructure and networking systems. Expertise spans high-impact cloud management and support services, particularly with Azure Active Directory (AD) and Microsoft 365 (M365). Holds industry-recognized certifications including AWS Certified Cloud Practitioner and Cisco DevNet Associate. Adept at troubleshooting network incidents, conducting system upgrades, and delivering comprehensive end-user support, ensuring optimal network uptime and security.

Contact

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CONNECT

Skills

Cisco Systems | Azure Active Directory

Microsoft 365 | AWS Cloud Practitioner

Network Security | Microsoft Intune

Experiences

Network and Systems Engineer   Recent

💼 Estarta Solutions   📍 Greece

- Resolved over 90% of Cisco infrastructure issues in data centers, ensuring 100% SLA compliance and uninterrupted operations
- Streamlined the return merchandise authorization (RMA) process by efficiently creating and tracking labor and parts RMAs, enhancing logistics communication efficiency by 30%
- Proactively monitored delivery statuses and resolved logistics challenges, minimizing downtime and boosting service reliability

IT Consultant Analyst   Recent

💼 Cosmos Business Systems   📍 Greece

- Specialized in managing and troubleshooting Azure Active Directory services, with focus on secure identity and access management
- Maintained robust security protocols in Azure AD, including user provisioning, group management, and implementing access control through RBAC and conditional access policies
- Delivered comprehensive support for Microsoft 365 services, resolving end-user issues related to M365 applications such as Outlook, Word, Excel, SharePoint, and Teams
- Specialized in mobile device management (MDM) and mobile application management (MAM) using Microsoft Intune
- Configured and troubleshot Intune policies, device enrollment, and application deployments across various mobile platforms
- Gained experience in network security and troubleshooting Cisco networking issues

IT Consultant Analyst   March 2023

💼 CPI SA (outsourced @ Nielsen Hellas)   📍 Greece

- Provided strategic guidance to organizations, aligning technology initiatives with business goals
- Managed and maintained Active Directory environments, including user account provisioning, group management, and access control
- Utilized ServiceNow to manage and track IT service requests, incidents, and inventory
- Ensured robust Privileged Access Management (PAM) using CyberArk, securing credentials through Vault Management

Technical Engineer   January 2022 - September 2022

💼 Printec Hellas   📍 Greece

- Specialized use of Windows and Cisco Systems, servers, switches, routers, hubs, firewalls, LAN, WAN, TCP/IP, DNS, DHCP
- Installed and upgraded hardware-based networks, network services, and equipment
- Performed troubleshooting analysis of network, servers, workstations, and associated systems
- Diagnosed and troubleshot technical issues, including account setup and network configuration
- Supported in preparing client purchases including installation and setup of servers, workstations, network devices, and software

TechExpert   February 2007 - October 2021

💼 Germanos   📍 Greece

- Developed software fine-tuning (Android, iOS) and hardware repairs of cell phones and tablets in compliance with company policies

ServiceNow   CyberArk PAM

Windows Server   TCP/IP   DNS/DHCP

Virtualization   Cloud Migration

Project Management

DevNet Associate

Network Troubleshooting

Languages

English

Greek

- Offered services in repairing desktops and laptops of various brands
- Asked customers targeted questions to quickly understand the root of the problem and provided prompt and accurate feedback
- Maintained strong relationships with clients and achieved goals while effectively promoting company products benefits
- Planned strategies to increase productivity and reduce costs

IT Department   2000 - 2006

💼 E. O. Φ. | INFORM   📍 Greece

- Spearheaded the management of IT infrastructure to ensure seamless operations, achieving a 15% improvement in system uptime for over 500 users
- Partnered with cross-functional teams to deploy innovative technology solutions, driving a 20% enhancement in organizational productivity
- Delivered technical support and comprehensive training to staff, leading to a 30% reduction in support ticket resolution time

Education

Master's Degree in Data Analytics and Technologies   2024

💼 Bolton University | New York College

Bachelor of Computer Science (BCS)   2014 - 2022

💼 Hellenic Open University

Cisco Incubator 12.0 EMEA in Customer Experience and CCNA   2024 - 2025

💼 Cisco Networking Academy

Associate Degree in DevNet   2023 - 2024

💼 Cisco Networking Academy

Cisco CCNA in Computer Systems Networking and Telecommunications   2021 - 2022

💼 Cisco Networking Academy

Android App Development   Completed

💼 skg.education