Themistoklis Baltzakis

Systems and Network Engineer

With over 15 years of extensive experience in IT support and cloud solutions, I am a dedicated Cloud and Virtualization engineer with a proven track record in managing and optimizing Cisco infrastructure and networking systems. My expertise spans high-impact cloud management and support services, particularly with Active Directory (AD) and Microsoft 365 (M365). I hold a Bachelor's degree in Computer Science and several industry-recognized certifications, including AWS Certified Cloud Practitioner and Cisco's DevNet Associate, showcasing my commitment to continuous learning and development. My career journey has equipped me with deep expertise in network programmability, automation, cybersecurity, and cloud services, aligning seamlessly with the demands of a Technical Consulting Engineer role. I am adept at troubleshooting network incidents, conducting system upgrades, and delivering exceptional end-user support, ensuring optimal network uptime and security. A strong advocate for quality and efficiency, I excel in designing resilient network architectures, implementing scalable cloud-based solutions, and orchestrating complex designs to optimize service delivery. Highly proactive in my approach to professional growth, I stay at the forefront of technology trends, enabling me to align IT strategies with business objectives effectively. Passionate about leveraging technology to resolve complex business challenges, I am eager to contribute my expertise to a dynamic team focused on creating robust and efficient IT environments while fostering an inclusive future and sustainable practices.

EXPERIENCE

Cisco Vise Engineer | Estarta Solutions

- Resolved over 90% of Cisco infrastructure issues in data centers, ensuring 100% SLA compliance and uninterrupted operations, thereby optimizing network uptime and reliability.
- 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, aligning with predictive threat monitoring and optimization services.

IT Consultant | Cosmos Business Systems

- Specialized in managing and troubleshooting Azure Active Directory services, with a 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.
- Provided expert assistance in resolving authentication and authorization issues, ensuring secure access to Azure resources and seamless user experiences.
- Delivered comprehensive support for Microsoft 365 services, resolving end-user issues related to M365 applications such as Outlook, Word, Excel, SharePoint, and Teams, while ensuring optimal performance and compliance with security policies.
- Monitored and maintained M365 services, ensuring high availability and adherence to data protection standards.
- Specialized in mobile device management (MDM) and mobile application management (MAM) using Microsoft Intune, enhancing device security and operational efficiency.
- Configured and troubleshot Intune policies, device enrollment, and application deployments across various mobile platforms, ensuring seamless connectivity and application functionality.
- Gained experience in network security and troubleshooting Cisco networking issues, aligning with industry standards for secure and efficient network operations.

IT department | E. O. Φ. | INFORM

- Spearheaded the management of IT infrastructure to ensure seamless operations, achieving a 15% improvement in system uptime and fostering a reliable technology environment 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 and empowering employees with essential IT skills.

TechExpert | Germanos
02/2007 to 10/2021

- Developed software fine-tuning (Android, iOS) and hardware repairs of cell phones and tablets in compliance with company policies.
- Offered services in repairing desktops and laptops of various brands.
- Asked customers targeted questions to quickly understand the root of the problem.
- Provided prompt and accurate feedback.
- Maintained strong relationships with clients.
- Achieved goals and effectively promoted company products' benefits.
- Planned strategies to increase productivity and reduce costs.

Technical engineer | Printec Hellas
01/2022 to 09/2022

- Specialized use of Windows and Cisco Systems, servers, switches, routers, hubs, firewalls, LAN, WAN, TCP/IP, DNS, DHCP, TCP/UDP.
- Installed and upgraded hardware-based networks, network services, and equipment.
- Researched and identified solutions to software and hardware issues.
- Planned and supported network and computing infrastructure.
- Performed troubleshooting analysis of network, servers, workstations, and associated systems.
- Played a vital role in implementation and support of IT-related policies.
- Diagnosed and troubleshot technical issues, including account setup and network configuration.
- Prioritized and managed several open issues with multiple clients at one time.
- Evaluated and incorporated industry trends, standards, and new technologies that drive effective change & exceptional performance.
- Supported in preparing client purchases including installation and setup of servers, workstations, network devices, and software.
- Communicated effectively and timely with management to complete tasks.

IT Consultant | CPI SA (outsourced @ Nielsen Hellas)
03/2023 to 03/2023

- Provided strategic guidance to organizations, aligning technology initiatives with business goals.
- Collaborated closely with clients to assess IT needs and develop technology roadmaps.
- Recommended solutions to enhance efficiency, security, and cost-effectiveness.
- Managed and maintained Active Directory environments, including user account provisioning, group management, and access control.
- Ensured secure authentication and authorization mechanisms, implemented security best practices, and addressed AD-related technical issues.
- Utilized ServiceNow to manage and track IT service requests, incidents, and inventory.
- Configured and customized ServiceNow workflows to align with client-specific processes, streamlining service delivery and incident resolution.
- Leveraged ServiceNow for managing and maintaining IT asset inventories efficiently.
- Ensured robust Privileged Access Management (PAM) using CyberArk, securing credentials through Vault Management, enforcing strict Access Control with RBAC and PoLP, and providing vigilant Monitoring and Alerts.

EDUCATION

Master's degree in Data analytics and technologies
The University of Bolton
2024 to Present

Skills: Project Management · Big Data Analytics · Data Warehousing · Problem Solving · Big Data · Attention to Detail · Project Planning · Data Visualization · Communication · Databases · Panda · visualizations · Scikit-Learn

BCS in Computer Science
Hellenic Open University
2014 to 2022

The Hellenic Authority for Higher Education (HAHE) is an independent administrative authority and its mission is to ensure high quality in Higher Education. It was established by Law 4653/2020 and is the continuation of the Hellenic Quality Assurance and Accreditation Agency (HQA), which was established and has been operating since 2006. The Authority is managed by its President and Supreme Council. It has administrative autonomy and is supervised by the Minister of Education, who exercises oversight control of legality. HAHE, in the context of its mission: a) contributes to the formation and implementation of the national strategy for higher education and the distribution of financing for Higher Education Institutions (HEIs) and b) evaluates and accredits the operational quality of Higher Education Institutions (HEIs). The Authority guarantees the transparency of all its actions; the latter are made public thought its official website.

Cisco CCNA in Computer Systems Networking and Telecommunications
Cisco Networking Academy
2021 to 2022

Associate's degree in DevNet
Cisco Networking Academy
2023 to 2024

Android App Development
skg.education

I am proud of being part of a team that has the same interests and goals. We are developing an android app. Learning both ends (front and back). We work with technologies and procedures like Scrum, Slack, Android studio, Github, json, API discord, programming language Kotlin and through research, studying and mentoring from experienced coaches we try to achieve our goal.

Cisco Incubator 12.0 Emea in Customer Experience and CCNA
Cisco Networking Academy
2024 to 2025

CONTACT

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LinkedIn

Portfolio

SKILLS

Advanced Networking Skills, including Cisco Systems and Secure Network Solutions

Level: **Proficient**

Security

Level: **Proficient**

Problem-Solving

Level: **Proficient**

Cloud Migration

Level: **Proficient**

Critical Infrastructure

Level: **Proficient**

Electromechanical Systems

Level: **Proficient**

Project Planning

Level: **Proficient**

Project Management

Level: **Proficient**

Migration Projects

Level: **Proficient**

M365 Administration

Level: **Proficient**