THEODORE TSIKAS | | PROJECT COORDINATOR & IT SPECIALIST

Athens, Greece

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Skills

- Decision-making
- Staff management
- Inventory management
- Customer service
- Problem-solving
- Maximizing profitability
- Desktops, laptops, and mobile devices
- Active listening
- Relationship building
- Customer feedback analysis
- Project management

Professional Summary

Active listener, hardworking, detailed-oriented, committed to outperforming and providing customers with quality service, leadership qualities with willingness to take initiative to improve store outlook.

Adept at maximizing profitability and enhancing customer service, my tenure at EPANAKKINISIS honed my problem-solving and staff management skills. Leveraging expertise in desktop support and operations management, I've consistently improved system efficiency and customer satisfaction, making significant contributions to team and business success.

Experience

EPANAKKINISIS
January 2020 - Current

IT Operations & Retail Manager with a Social Impact Focus

- Company Overview: https://epanekkinisis.gr/
- Staff education and training
- Customer service expert
- Application support
- Data recovery
- Desktop support
- Software diagnosis
- Customer service
- Team management
- Problem resolution
- Mobile device management
- Component installation
- Staff assistance
- Connect with NGO's and sponsors for donations to public schools
- Https://epanekkinisis.gr/

FREELANCER
January 2015 - January 2020

COMPUTER TECHNICIAN

- IT administrator
- Manage IT and computer systems
- Also responsible for the control and evaluation of IT and electronic data functions

TALOS KASPERSKY LAB DISTRIBUTOR

October 2013 - January 2014
COMPUTER SUPPORT TECHNICIAN

- Collaborated with vendors to locate replacement components and resolve advanced problems

- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed

- Developed and tested new product offerings prior to release to assist development team in bug identification

- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions

- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution

INTERCOLLEGE GLOBAL TRAINING

January 2010 - January 2013
I.T. and Network Support Technician

- Investigated and corrected problems with printers, copiers and other peripheral devices

- Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity

- Set up hardware and software in optimal configurations to meet network performance requirements

- Established, repaired and optimized networks by installing wiring, cabling and devices

- Patched software and installed new versions to eliminate security problems and protect data

- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks

- Removed malware, ransomware and other threats from laptops and desktop systems

- Collaborated with vendors to locate replacement components and resolve advanced problems

- Maintained and monitored server room, wireless network and other server infrastructure, keeping systems running effectively and efficiently

- Explained technical information in clear terms to non-technical individuals to promote better understanding

MICROSENSE

January 2000 - January 2009
I.T. AND NETWORK SUPPORT TECHNICIAN

- Collaborated with vendors to locate replacement components and resolve advanced problems

- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed

- Developed and tested new product offerings prior to release to assist development team in bug identification
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution

Education

January 2001
TELECOMMUNICATIONS ENGINEER
IEK DELTA

January 2000
COMPUTER ENGINEER AND NETWORKS ENGINEER
IEK DELTA

Language

English
Advanced (C1)

Community Service

Actively engaged in promoting social and environmental sustainability through the repair and reuse of electronic devices. Contributed to community outreach initiatives, fostering partnerships with like-minded organizations, and securing sponsorships to support the mission of reducing electronic waste and enhancing digital inclusion.