ALEXI IKONOMOU

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SUMMARY

IT Support Specialist with 5 years of customer service experience and a background in software and game development, PC assembly, and teaching. Experienced with Windows and Linux systems, hardware upgrades, and troubleshooting. Strong problem-solving skills and a passion for teaching, with the ability to explain technical concepts in a clear, simple way.

You can see more of my projects here.

WORK EXPERIENCE   2019 - 2025

SUPERVISOR – SALES – MERCHANDISER

- Supervised and motivated a team of 6, increasing sales by 15% and customer satisfaction by 20%
- Built leadership skills by guiding, supporting, and setting clear goals for the team
- Managed escalations with professionalism, strengthening problem-solving and leadership under pressure
- Trained staff on customer service, POS systems, and best practices to improve team performance

VOLUNTEERING

GREEK TEACHER - HELLENIC COMMUNITY

2024 - 2025

- Broke down topics in an easy, fun, and relatable matter to keep my students engaged, and focused so, they can be excited to come to class every week

YOUTH LEADER

2022 - 2024

- Set up events and worked together with other leaders to promote, market, and create social environments for youth in our community

PROJECTS

YOU MOVE, I MOVE - Steam

Unity Engine, C#, Art

- Structured the turn-based system through event callbacks, coroutines, to ensure clean and scalable code
- Optimized game difficulty to maximize player engagement and satisfaction

EAR TRAINING - Github

Full Stack App | React, Nextjs, Clerk, Stripe

- Used full stack and REST api to create an interactive and learning to train your musical ear
- Connected database and user authentication to ensure a personalized experience

AWARDS & SKILLS

- **Awards:** Outstanding Initiative, Long-Term Consistency, multiple Employee of the Month (Home Depot)
- **Hardware & OS:** PC assembly, upgrades (RAM, GPU, storage, PSU, cooling), BIOS/UEFI, diagnostics, Windows & Linux setup and troubleshooting
- **Networking & Tools:** Router/firewall setup, port forwarding, VPN troubleshooting, Microsoft 365, Linux terminal, shell scripting, remote support
- **Customer Support & Training:** Clear, patient communication; experienced in teaching and guiding users