

Anna Kountouri
Cyprus 00357-99556361
Anna2406k@hotmail.com

Personal Summary

A goal oriented individual, with technical and business experience in the payment systems industry and strong academic background in computer science. Excellent problem solver with extensive team working skills and a passion in learning and in new challenges that expand my skills and mindset. Possesses high quality customer service skills by working with banking clients in production. Technical experience with Oracle PL/SQL, Oracle DBMS, Python and proven record of achievements in academia and industry.

Achievements

OpenWay Technologies

- **2014:** Provided high quality of service to international clients, with a percentage of 100% of bugs successfully resolved before the SLA deadlines. After a 4-month period, I embraced a new responsibility to check all the bugs reported during the day, ensure that they are resolved on time and provide help to the rest officers that were responsible for resolving them.
- **2014:** Successfully deployed in production the “loyalty scheme” functionality for credit cards implemented in PL/SQL, with a zero percentage of bugs in production, and on time, even if requirements and solution changed in the middle of the project (client: Bank Of Valletta).
- **2013:** With a 7-people team, successfully collected all the acquiring requirements for Bank Of Valletta, prepared formal specification, implemented the solution through configuration and Oracle PL/SQL development, within budget and on time.
- **2013:** Successfully deployed in production the “direct debits” functionality, with a zero percentage of bugs in production and ahead of time, with a project team of 3 persons (client: Bank Of Valletta)
- **2013:** Achieved a high score of 95% in the practical exam, after a 3-month period training on the basic functionalities of the system.

Kings College London

- **2012:** Won a monetary prize for the best overall performance on the MSc Bioinformatics programme.
- **2012:** Won the “Natural & Mathematical Sciences PhD Studentship”. Declined as entering employment.

University of Leeds

- **2011:** Won the “Cook Prize” for the highest academic grades in the final year of BSc Computer Science.
- **2010:** Won a place in the “Engineering Dean’s List” for the highest academic grades in the 2nd year of BSc Computer Science.
- **2009:** Won the “Wren Prize” and a place in the “Engineering Dean’s List” for the highest academic grades in the 1st year of BSc Computer Science.

Kykkos B’ Lyceum

- **2008:** “Lavaroforos” of the school (best final year student of the school).
- **2007:** Won the Bronze medal at the Pancyprian Olympiad of Accounting.
- **2006:** Won the Third Prize at the Pancyprian Olympiad of Chemistry. Were asked to represent Cyprus at the International Olympiad of Chemistry in Germany.

Work Experience

OpenWay Technologies (November 2012 – January 2017)
Implementation & Support Engineer

Nicosia, Cyprus

Main Duties:

- Gathering client requirements through onsite discussions with the client
- Writing up business/technical/installation documentation
- Configuring the system to meet the client requirements and demonstrating the solution to the client
- Customising the standard system functionality using PL/SQL, to satisfy more complicated requirements
- Fine tuning of the delivered solutions and UAT support
- Supporting clients in production. This includes: 1) resolving bugs and providing fixes before the SLA deadlines, 2) providing consultation advices, 3) upgrading the clients' systems to newer versions based on mandates from VISA/MasterCard/other payment schemes

Technologies used include: Oracle DBMS, Oracle PL/SQL, XML, VMWare

Skills gained:

- Improved my problem solving skills by finding the best solutions to satisfy the clients' requirements.
- Expanded my analytical thinking skills by investigating and resolving bugs reported by clients.
- Improved my time management skills by working on multiple projects & bugs during the same period.
- Practiced my team working skills through collaboration with many different teams including clients/developers/consultants/SMEs/project managers in order to provide solutions on time.
- Used effective communication to collaborate with team members spread across different countries to implement and perform effective regression and integration testing.
- Acquired high quality customer service skills when supporting clients in production
- Gained experience with the payment systems industry, the main business needs that dominate the market, and the main technologies that are being used (ISO protocols, payment schemes regulations, PCI DSS compliance).

Education

King's College London (2011-2012)

MSc Bioinformatics

University of London, United Kingdom

- Degree grade: Distinction
- Modules included: Data Structures in C++, Data Analysis of Large Scale Experiments
- Programming languages included: R, Python
- Research project: Synthesising Biological Networks through Linear Programming

University of Leeds (2008-2011)

BSc Computer Science

Leeds, United Kingdom

- Degree grade: First class with Honours
- Modules include: Software systems engineering, Database applications, Practical problem solving.
- Programming languages include: JAVA, Python, MATLAB, JavaScript, Prolog, LISP
- Final year project: Computer Vision project on Facial Feature Localisation using machine learning methods, implemented in MATLAB.

Kykkos B' Lyceum (2005-2008)

Paphos, Cyprus

- Final school grade: 19 10/12 (i.e. 99.83%)
- Main modules: Mathematics, Computer Science, Accounting, Modern Greek, Political Economy

Technical Skills

Programming Languages Basic knowledge of: PL/SQL, Python, Java, Matlab, XML
Software & Technologies • Database: Oracle • Platforms: Windows, Linux

Other • EU Driving License • Languages: English, Greek

Activities & Interests

- Enjoy travelling, either for business or for pleasure. Through this I get the opportunity to meet new people, experience new cultures and get familiar with different customs and ways of thinking.
- An amateur photographer. Setting up creative studio themes, taking part in regional exhibitions.