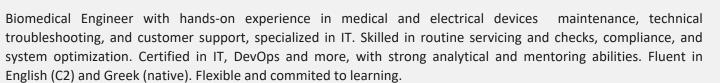# Aris Panagiotis Sourlas

Greece | arsourlass@gmail.com | 18/07/1994 | 6947740197 | https://www.linkedin.com/in/ares-sourlas/
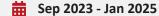
Link to my github account: https://aron1n.github.io/cv/

SUMMARY

Biomedical Engineer with hands-on experience in medical and electrical devices maintenance, technical troubleshooting, and customer support, specialized in IT. Skilled in routine servicing and checks, compliance, and system optimization. Certified in IT, DevOps and more, with strong analytical and mentoring abilities. Fluent in English (C2) and Greek (native). Flexible and commited to learning.

PROFESSIONAL EXPERIENCE

Senior IT Customer Care Advisor, Teleperformance, Remote
📅 **Sep 2023 - Jan 2025**

- Provided technical support for ~30 daily customer cases using CRM, ensuring accurate data management and timely issue resolution.
- Coordinated with multiple departments to troubleshoot complex issues, maintaining high customer satisfaction and performance targets.
- Mentored and trained new team members, fostering knowledge transfer and team efficiency.

Retail & Logistics Experience, Various Companies (The Mart - Dixons South - Praktiker), Volos
📅 **Jun 2022 - May 2023**

- Coordinated workflow and managed digital tracking tools for inventory and logistics processes.
- Provided personalized customer service and problem resolution in fast-paced environments.

Home Appliances Technical Support, Volos
📅 **Nov 2021 - Mar 2022**

- Installed, maintained, and troubleshooted household machines.
- Applied hands-on technical skills to ensure optimal equipment performance and reliability.

Census Enumerator, ELSTAT, Volos
📅 **Jul 2021 - Nov 2021**

- Conducted field surveys for 164 households, accurately collecting and uploading data into digital systems.
- Ensured compliance with data handling protocols and organizational standards.

Biomedical Engineering Internship in the Biomedical Department, "Αχιλλοπούλειο" General Hospital of Volos
📅 **Dec 2019 - May 2020**

- Supported the maintenance and calibration of medical equipment.
- Diagnosed, documented, and resolved technical issues in collaboration with clinical staff.
- Gained experience in system monitoring, preventive maintenance, and technical documentation.
- Familiar with almost all hospital equipment and devices.

Other jobs

- Food Service Worker, Farm Worker, Plumber assistant and others.

SKILLS

- **Medical Equipment & Maintenance:** Device installation, preventive maintenance, calibration, system monitoring
- **Technical Troubleshooting:** Electronics and mechanical systems, hardware/software diagnostics
- **IT & Applications:** SQL, OS, CRM, cloud services, VS Code, Arduino, Matlab and more
- **Regulatory & Compliance:** ICH-GCP(familiarity), GDPR, documentation accuracy
- **Soft Skills:** Customer service, mentoring, professional communication, adaptability, fast learner

EDUCATION

Biomedical Engineer   📅 **Feb 2021**

University of West Attica
- Bachelors Degree in Biomedical Engineering
- Thesis on "developing a heart rate sensor using Arduino, involving programming and hardware setup".

IT Certification   📅 **Feb 2021**

University of West Attica
- IT certification, earned alongside Biomedical Engineering degree, covering key computer science and concepts relevant to IT, networks and programming.

ADDITIONAL INFORMATION

- *Languages* : English (C2 Cambridge), Greek (Native)
- Fulfilled military obligations
- B category driver's license
- *Certifications:*

   IT certification - University of West Attica

   Technical Support Fundamentals - Google - Coursera

   DevOps Foundation - Peoplecert

   Artificial intelligence applications in organizations and businesses - ACTA - University of Thessaloniki - IEK

   Dimitra Educational Organization

   Introduction to Data Protection and Privacy - Coursera Instructor Network

   SQL for Data Science (SQLite Environment, filtering, subqueries,joins etc) - UCDavis - Coursera

   SQL Joins (MySQL Environment) - Coursera Project Network

   Working with Subqueries in SQL (MySQL Environtment) - Coursera Project Network

   Connect and Protect: Networks andNetwork Security - Google - Coursera

   Introduction to Microsoft Azure Cloud Services - Microsoft - Coursera

   Introduction to Containers w/ Docker, Kubernetes & OpenShift - IBM - Coursera