



# ARIS PANAGIOTIS SOURLAS

✉ [arsourlass@gmail.com](mailto:arsourlass@gmail.com)

☎ 6947740197

📍 Greece, Volos

📅 18/07/1994

🌐 <https://www.linkedin.com/in/ares-sourlas/>

🌐 <https://aron1n.github.io/cv/>

## ABOUT ME

Biomedical Engineer with hands-on experience in medical and electrical device maintenance, technical troubleshooting, customer support, and logistics. Certified in IT systems and modern cloud technologies. Strong analytical and mentoring skills; fluent in English (C2) and Greek (native). A flexible team player, committed to continuous learning and improvement. Open to new challenges and available to start immediately.

## WORK EXPERIENCE



2023 - 2025  
16 months



Remote,  
EMEA region

### Teleperformance, for top-tier multinational technology company Senior IT Customer Care Advisor

- Managed 30 daily, english speaking, support cases using CRM; logged, updated, and archived customer data as per Company & Data Protection Guidelines while coordinating with multiple departments; consistently met performance and satisfaction targets.
- Coached and supported junior team members by monitoring their calls and offering feedback to improve accuracy and professionalism.



2022 - 2023  
11 months



Volos

### Various Companies (TheMart, Dixons South, Praktiker) Logistics & Retail Experience

- Coordinated daily logistics operations, including receiving, storing, and dispatching goods; operated warehouse equipment (pallet movers, scanners, PDA devices) to manage stock flow; utilized ERP systems and digital tools to track inventory and process orders; collaborated with team members and supervisors to resolve issues, maintain safety standards, and ensure timely order fulfillment.



2021 - 2022  
4 months



Volos, Field  
Service

### Appliance Repair Shop Appliance Repair Assistant

- Assisted in repairing and maintaining household appliances (fridges, ovens, washing/drying machines) both in the workshop and on-site at clients' homes, diagnosing issues, supporting installations, and ensuring accurate troubleshooting



2021  
4 months



Volos, Field  
Service

### ELSTAT Census Enumerator

- Conducted approximately 164 structured interviews with residents, ensuring accurate documentation of demographic information and securely uploading data into the company's digital system.



2019 - 2020  
6 months



Volos

### General Hospital of Volos

#### Internship in the Biomedical Department

- Supported maintenance and calibration of medical equipment.
- Diagnosed, documented, and resolved technical issues in collaboration with staff.
- Gained experience in technical troubleshooting, system monitoring, and regulatory compliance.
- Familiar with almost all hospital equipment.

Other jobs throughout the years: Farm worker, food industry employee, plumber assistant and others.

## EDUCATION



2021



Athens

### University of west attica

#### Bachelor of biomedical engineering

- Bachelor's in Biomedical Engineering Technology – focus on medical devices, instrumentation, and applied electronics; final project: building a heart rate sensor using Arduino, involving programming and hardware setup.

### University of west attica

#### IT CERTIFICATION

- IT Certification – training in computer systems, networks, IT fundamentals, and programming (MATLAB, image processing/filtering); practical experience in software operation and system management.

## SKILLS

- |   |                       |  |
|---|-----------------------|--|
| • Medical and electrical device maintenance | • Problem-Solving     | • Programming (VS code, MATLAB, Git, Python (Basics))  |
| • IT troubleshooting                        | • Computer Literacy   | • Networking & IT Infrastructure and Security (Basics) |
| • Customer Support                          | • Agile Learner       | • MS Azure fundamentals                                |
| • Logistics & Retail                        | • Analytical Thinking | • Docker & Kubernetes fundamentals                     |
| • CRM & ERP Systems                         | • Communicative       |  |
| • Field Work                                | • Cloud Technologies  |  |
|   | • Team player         |  |

## CERTIFICATIONS

- |   |   |   |
|---|---|---|
| • <a href="#"><u>DevOps Foundation</u></a>  | • <a href="#"><u>Connect and Protect Networks and Network Security</u></a>              | • <a href="#"><u>Introduction to Microsoft Azure Cloud Services</u></a> |
| • <a href="#"><u>IT Certification</u></a>   |   | • <a href="#"><u>Technical Support Fundamentals</u></a>                 |
| • <a href="#"><u>Artificial Intelligence applications in organizations and businesses</u></a> | • <a href="#"><u>Introduction to Containers w/ Docker, Kubernetes and Openshift</u></a> | • <a href="#"><u>Introduction to Data Protection and Privacy</u></a>    |
| • <a href="#"><u>SQL for Data Science</u></a>   |   |   |