

# ARIS PANAGIOTIS SOURLAS



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ApS

## EXPERIENCE

### Senior IT Customer Care Advisor

#### Teleperformance

09/2023 - 01/2025

Remote, EMEA region

- 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

### Retail & Logistics Experience

#### Various Companies (TheMart, Dixons South, Praktiker)

06/2022 - 05/2023

Volos

- Coordinated workflow and provided personalized customer service while using digital tools for tracking and managing tasks (e.g., handheld terminals/PDA/ company software)

### Home Appliances Field Technical Support

11/2021 - 02/2022

Volos

- Installed, maintained, and troubleshooted household machines, applying hands-on technical skills

### Census Enumerator

#### Elstat

07/2021 - 11/2021

Volos

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

### Biomedical Engineering Internship in the Biomedical Department

#### General Hospital of Volos

12/2019 - 05/2020

Volos

- 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 : Farm worker, food industry employee, plumber assistant and others.

## EDUCATION

### Biomedical Engineer, BSc

#### University of West Attica

02/2021

Athens

- Bachelors Degree in Biomedical Engineering
- Thesis on "developing a heart rate sensor using Arduino, involving programming and hardware setup"
- IT Certification; earned alongside Bachelors degree focused on computer science, IT fundamentals, networking and programming.

## 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 and compliance. Certified in IT, DevOps and more, with strong analytical and mentoring abilities. Fluent in English (C2) and Greek (native). Flexible and committed to learning.

## LANGUAGES

### English

C2 Cambridge



### Greek

Native



## SKILLS

### Medical and electrical device maintenance

Programming (VS code, MATLAB, Git, Python and more)

### Networking & IT Infrastructure and Security

MS Azure Basics

Basic SQL / Data Querying

Adaptable

MS Office

IT troubleshooting

Remote Collaboration

CRM Systems

Agile Learner

Analytical Thinking

Docker & Kubernetes fundamentals

## CERTIFICATIONS

### DevOps Foundation

Artificial Intelligence applications in organizations and businesses

### SQL for Data Science

Connect and Protect Networks and Network Security

Introduction to Microsoft Azure Cloud Services

Technical Support Fundamentals

Introduction to Data Protection and Privacy

Introduction to Containers w/ Docker, Kubernetes and Openshift