

# ARIS PANAGIOTIS SOURLAS

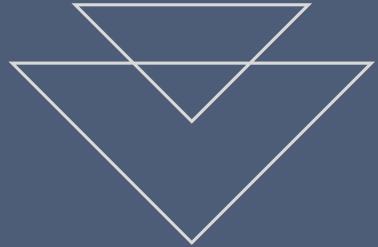
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 <https://aron1n.github.io/cv/>



## ABOUT ME

Biomedical Engineering Technician with experience in maintenance of medical and electrical devices, providing technical and customer support and performing warehouse and field operations. Skilled in CRM/ERP systems, basic programming (VS Code, MATLAB, Git, Python) and fundamentals of networking and IT infrastructure. Certified in modern cloud technologies (MS Azure Fundamentals, Docker & Kubernetes Fundamentals). Strong analytical and communication skills, fast learner, and effective problem-solver. Excellent command of English (C2) and Greek. Team-oriented, adaptable, and committed to continuous improvement. Open to new challenges and available for immediate start.

## WORK EXPERIENCE

	2023 - 2025	<b>Teleperformance, for top-tier multinational technology company</b> <b>Senior IT Customer Care Advisor</b> <ul style="list-style-type: none"><li>Managed 30 daily, english speaking, support cases using CRM; logged, updated, and archived customer data as per Company &amp; Data Protection Guidelines while coordinating with multiple departments; consistently met performance and satisfaction targets.</li><li>Coached and supported junior team members by monitoring their calls and offering feedback to improve accuracy and professionalism.</li></ul>
	Remote, EMEA region	
	2022 - 2023	<b>Various Companies (TheMart, Dixons South, Praktiker)</b> <b>Logistics &amp; Retail Experience</b> <ul style="list-style-type: none"><li>Handled daily tasks related to 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.</li></ul>
	Volos	
	2021 - 2022	<b>Appliance Repair Shop</b> <b>Appliance Repair Assistant</b> <ul style="list-style-type: none"><li>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</li></ul>
	Volos, Field Service	
	2021	<b>ELSTAT</b> <b>Census Enumerator</b> <ul style="list-style-type: none"><li>Conducted approximately 164 structured interviews with residents, ensuring accurate documentation of demographic information and securely uploading data into the company's digital system.</li></ul>
	Volos, Field Service	



2019 - 2020



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.

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## **EDUCATION**



2013 - 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.

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## **CERTIFICATIONS**

- [DevOps Foundation](#)
- [IT Certification](#)
- [Artificial Intelligence applications in organizations and businesses](#)
- [SQL for Data Science](#)
- [Connect and Protect Networks and Network Security.](#)
- [Introduction to Containerization w/ Docker, Kubernetes and Openshift](#)
- [Introduction to Microsoft Azure Cloud Services](#)
- [Technical Support Fundamentals](#)
- [Introduction to Data Protection and Privacy](#)