

Aris Panagiotis Sourlas

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SUMMARY

Biomedical Engineering graduate with strong IT background, experienced in resolving complex technical issues in fast-paced, customer-facing environments. With foundational skills in SQL, cloud services, and IT with hands-on expertise in troubleshooting applications, hardware, and networks. Certified in IT, DevOps, and data protection, with proven ability to manage incidents, ensure compliance, and deliver high-quality service. Adaptable, analytical, and eager to expand expertise within an international team.

SKILLS

- **Application & Database Support:** SQL (queries, joins, subqueries), CRM systems, incident handling
- **Systems & Cloud:** Windows OS, Microsoft Azure fundamentals, Docker/Kubernetes basics, network security
- **Technical Troubleshooting:** Hardware/software support, medical & home device calibration & maintenance, field support
- **Compliance & Standards:** Familiarity with ICH-GCP guidelines, Data protection (GDPR), ITIL processes (familiarity), documentation accuracy
- **Soft Skills:** Customer-focused, adaptable, detail-oriented, mentoring experience, fluent in English (C2) and Greek

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 - Feb 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, "Αχλλοπούλειο" 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.

Other jobs

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

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) - UC Davis - Coursera

SQL Joins (MySQL Environment) - Coursera Project Network

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

Connect and Protect: Networks and Network Security - Google - Coursera

Introduction to Microsoft Azure Cloud Services - Microsoft - Coursera

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