Aris Panagiotis Sourlas

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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). Committed to learning. Flexible and fully willing to travel.

PROFESSIONAL EXPERIENCE

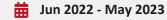


Senior IT Customer Care Advisor, Teleperformance, Remote



- 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



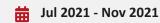
- Coordinated workflow and managed digital tracking tools for inventory and logistics processes.
- Provided personalized customer service and problem resolution in fast-paced environments.

Home Appliances Technical Support, Volos



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

Census Enumerator, ELSTAT, Volos



- 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



- 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 and Network Security - Google - Coursera

Introduction to Microsoft Azure Cloud Services - Microsoft - Coursera

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