

ARIS PANAGIOTIS SOURLAS



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ApS

EXPERIENCE

Senior IT Customer Care Advisor

Teleperformance

- 09/2023 - 01/2025 Remote, EMEA region mostly
- 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