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ABOUT ME -

Biomedical Engineer with hands-on experience in medical and electrical device maintenance, technical troubleshooting, customer support, and logistics. Certified in IT systems and modern cloud technologies. Strong analytical and mentoring skills; fluent in English (C2) and Greek (native). A flexible team player, committed to continuous learning and improvement. Open to new challenges and available to start immediately.

WORK EXPERIENCE —

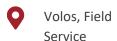




2022 - 2023 11 months







2021 4 months



Teleperformance, for top-tier multinational technology company Senior IT Customer Care Advisor

- 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.

Various Companies (TheMart, Dixons South, Praktiker) Logistics & Retail Experience

· Coordinated daily 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.

Appliance Repair Shop **Appliance Repair Assistant**

 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

ELSTAT

Census Enumerator

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



2019 - 2020 6 months



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.

EDUCATION



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.

SKILLS

- Medical and electrical device maintenance
- IT troubleshooting
- Customer Support
- Logistics & Retail
- CRM & ERP Systems
- Field Work

- Problem-Solving
- Computer Literacy
- Agile Learner
- Analytical Thinking
- Communicative
- Cloud Technologies
- Team player

- Programming (VS code, MATLAB, Git, Python (Basics))
- Networking & IT Infrastructure and Security (Basics)
- MS Azure fundamentals
- Docker & Kubernetes fundamentals

CERTIFICATIONS

- <u>DevOps Foundation</u>
- IT Certification
- Artificial Intelligence applications in organizations and businesses
- SQL for Data Science

- Connect and Protect
 Networks and Network

 Security
- Introduction to Containes
 w/ Docker, Kubernetes and
 Openshift
- Introduction to Microsoft
 Azure Cloud Services
- <u>Technical Support</u>
 <u>Fundamentals</u>
- Introduction to Data
 Protection and Privacy