# **Aris Panagiotis Sourlas**

Greece | arsourlass@gmail.com | 18/07/1994 | 6947740197 | https://www.linkedin.com/in/ares-sourlas/







# **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.

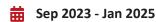
#### **SKILLS**

- 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



- 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

iii 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**

**iii** 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, "Αχιλλοπούλειο" General Hospital of Volos

m 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) - 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