# ARIS PANAGIOTIS SOURLAS

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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

📅 **2023 - 2025**
16 months

📍 Remote, EMEA region

**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.

📅 **2022 - 2023**
11 months

📍 Volos

**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.

📅 **2021 - 2022**
4 months

📍 Volos, Field Service

**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

📅 **2021**
4 months

📍 Volos, Field Service

**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

- DevOps Foundation
- 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
- Technical Support Fundamentals
- Introduction to Data Protection and Privacy