ARIS PANAGIOTIS SOURLAS

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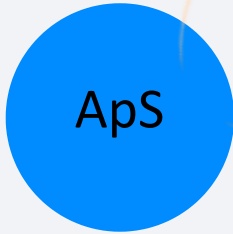
EXPERIENCE

Senior IT Customer Care Advisor
Teleperformance

📅 09/2023 - 01/2025   📍 Remote, EMEA region

- 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, B.Sc.
University of West Attica

📅 02/2021   📍 Athens

- B.Sc in Biomedical Engineering (formerly: Medical Instrumentation Technology Department)
- 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 checks and compliance. Certified in IT, DevOps and more, with strong analytical and mentoring abilities. Fluent in English (C2) and Greek (native). Flexible and commited 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 Containes w/ Docker, Kubernetes and Openshift