|  |
| --- |
| Markos Kandylis  Horton House Flat 40 · 07922594549  Markos\_Kandylis@Hotmail.com · Markos Kandylis |
|  |

# Experience

|  |
| --- |
| nov 2018 – nowmanaged services support engineer, equinix  * Ensuring that support calls are logged and handled effectively / efficiently within agreed Service Level Agreements. * Working closely with datacenter technicians fault finding hardware and network failures across Equinix Datacenters in UK. * Deployment of new virtual servers, OS patching, configuration and troubleshooting of VMware ESXi hypervisors * Rule checks on customer security including Palo Alto , FortiGate and Checkpoint firewalls. * Troubleshooting and resolving Network issues by working with network carriers and troubleshooting customers Virtual networks and configuring any changes. * Troubleshoot Backup errors and failures. Create, modify, run backups and restores.  Jan 2016 – NoV 2018IT Field Engineer, pret a manger  * Monitoring and supporting network of more than 500 shops * Analyzing weekly and monthly IT incidents to report trends and way to resolve them. * Documentation and management of IT incidents. * International support in Paris, Hong Kong and training of new field engineers. * HP switch configuration and installation to the shops network * Remote shops support with VMware * Epos system support and installation * 1st and 2nd line support with helpdesk system tickets in service now |
| Dec 2014 – Jan 2016Pret a manger Team member, Pret a manger  * Customer service * Kitchen  Jul 2012 – oct 2014Computer Support Technician, CD-Mania (Greece)  * Technical support of Laptops and Desktops and installing various software. * Communicated with clients after sale to provide further ongoing support * Handled the tasks of creating and maintaining reports * Setting up small networks in schools and small business  May 2009 – June 2012Site assistan MANAGER, Domostatiki s.a (Greece)  * Responsible for Support of I.T equipment of the site * Scheduled materials and recourses for delivery on site and on time to keep the job moving as planned. * Authorized all progress payments to subcontractors and to suppliers. * Preparing monthly and weekly construction progress and expenses reports.   . OCT 2008 – Apr 2009Intership, computer school (Greece)  * Creating websites for clients, using Joomla * Setting up LAN connection for more than 25 computers. * Setting up Users in AD * Upgrading PCs’ hardware and software. * Keeping Backup Using Norton Ghost.  May 2007 – May 2008Greek armydec 2002 – apr 2007Computer Support Technician, CD-Mania (Greece)  * Technical support of Laptops and Desktops and installing various software. * Communicated with clients after sale to provide further ongoing support * Handled the tasks of creating and maintaining reports * Setting up small networks in schools and small business |

# Education

|  |
| --- |
| Sept 1998computer engineering, technological educational institute of epirus Major courses: Software engineering, Networking and Telecommunications, Application programming, Web & Mobile development, databases and management information systems, data science – Analytics  **Thesis:** Action Script development in Flash software for the creation of a website  **Certifications**  **AWS Certified Solutions Architect –Associate Aug 06 2019** |
|  |

# Skills

|  |  |
| --- | --- |
| * Windows Server * Office applications: MS Word, PowerPoint, Excel * VMware * Amazon Web Services(AWS) * Basic Azure skills * Nutanix * Python, Powershell | * Active Directory * Upgrading Desktop and laptop Hardware * Creating Basic Alexa skills to practice serverless and Python scripting with Lambda |