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**Military Obligation:** Fulfilled

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| --- | --- |
| **personal goals** | * Professional recognition * Continuous progress and advancement * Continuous training and education * Research and Development |
| **Skills & Abilities** | * Experienced with Splunk, Wireshark and other networking tools * Application and network protocol knowledge: TCP/IP, IPsec, NAT, HTTP, DNS, DHCP, FTP and others * Knowledge of Security principles, techniques and technologies including cloud security * MySQL database knowledge , Linux and basic Python scripting * Understanding of Windows Active Directory and authentication services * Demonstrate strong technical troubleshooting methodologies * Ability and willingness to learn technologies quickly and proficiently * Team player and work well in a team environment * Attention to detail with a commitment of high quality and accuracy * Advanced business writing and verbal communication skills * Language skills (Greek, English,) |
| **Experience** | Symantec – technical support engineer (Cloud ENGINEER) 3.2019-8.2019   * Diagnose and solve Web Security Service issues * Create technical action plans for analyzing and resolving customer issues * Utilize case management tools and provide case monitoring, status updates, documentation and notifications to customers * Document all customer interactions and resolutions in the existing case management and knowledge-based systems * Use available support tools to diagnose and resolve product and technical issues  AT&T - *Network and voice engineer* 2.2017-2.2019   * Troubleshooting and repairing AT&T's Hosted VoIP services - Voice DNA and AT&T Collaborate * Trouble Ticket Management, including stat using and closing out * Issue triage and resolution * Ticket escalation  SKIATHOS PALACE HOTEL - IT MANAGER 04.2016– 11.2016   * Network infrastructure administration (CISCO ROUTER AND SWITCHS , MIKROTIK ROUTERBOARD) * Monitors, diagnoses, and resolves hardware, software, and network infrastructure (LAN, WAN and WIFI) faults * Monitors the performance of computer systems and networks, and coordinates computer network access and use * Planning and implementing future IT developments and undertaking project work * Performing routine preventive maintenance and disaster recovery procedures including backup/restore * Supporting server hardware and software infrastructure * Support development and implementation of desktop and networking projects and new technology installations  TEchnical Support Network Ltd - *It service and computer engineering* 04.2015 –11.2016   * Technical support (Software-Hardware issues ) * Consulting on technical issues * Call center support  BMW AUSTRIA BANK GmbH - *it ADMINISTRATOR* 05.2012– 05.2013   * Data base administrator and monthly presentation of Data Base Report * Application Engineer * Ensure incidents and requests are handled according to agreed procedures and ensure that documentation of the supported components is available * Resolve issues and suggest innovative and tactical solutions providing detailed documentation explaining these recommendation * Identify and resolve problems, working closely with the necessary stakeholders (technology/business)  Fnac fmb s.a, *After sales - Technical support*  10.2009 – 03.2010   * Costumer support * Technical support * Call center support |
| **Education** | university of technological educational institute of piraeus – Greece *COMPUTER ENGINEERING*CISCO CERTIFICATE, *CCNA R&S*GERMAN LANGUAGE, *COETHE ZERTIFIKAT B1* |
| **SEMINARS** | * Pervasive computing technologies & RFID Systems in practice * Next Generation Networks * [Azure Networking Fundamentals for IT Pros](http://click.email.microsoftemail.com/?qs=bf578b01aeac7044da6088ba7c927cfcd02a57cfb2d8d9732d2ba5fef3a7a6f00bc3aff61b680647)  Multi-device, Cross-platform Development  * Signature Service * Symantec Security Awareness ADVOCATE |
| **Interests** | * Music, Cinema, Travels, Photography, Sea Sports, Painting |
| **References** | Available upon request |
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