George M. **Fragiadakis**

PhD in Techo-Economics| MSc Telecommunications Systems | Physicist

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"Make the change that you want to see in the world."

Summary

I am a Postdoctoral Researcher at Harokopio University, dedicated to advancing Human-AI Synergy. My research, focusing on the development of a comprehensive benchmarking suite for Human-AI collaboration, aims to enhance efficiency in various industries. I have earned my PhD in Techno-Economics of Cloud Services, alongside a Bachelor's degree in Physics from the National Kapodistrian University of Athens and a Master's degree in Informatics and Telematics from Harokopio University.

In addition to my research,I am participating in teaching at both the undergraduate and postgraduate levels. I contribute to courses such as Numerical Analysis, Computational Mathematics, and the Operating Systems Lab for undergraduates. At the postgraduate level, I introduce students to programming with an "Introduction to Python" course, equipping them with essential skills for the modern technological landscape.

With a solid foundation in technology and over eight years of industry experience, particularly in DevOps, I combine practical expertise with his academic pursuits. My proficiency in managing and deploying complex systems using Kubernetes and Docker directly contributes to his research focus.

Education

Harokopio University
Athens, Greece

POSTDOCTORAL RESEARCHER — *Nov. 2023 - Present*

- Research Subject: "Optimizing Human-AI Synergy: Developing a Comprehensive Benchmarking Suite for Human-AI Collaboration in Diverse Industries"
- HumAIne EU Project: The project aims to empower AI solution integrators by creating a platform that facilitates advanced decision-making applications in dynamic and unstructured environments across various industrial sectors
- Providing teaching assistance for undergraduate subjects such as Computational Mathematics and Numerical Analysis, as well as postgraduate subjects like Introduction to Python.

Harokopio University
Athens, Greece

PhD in Techno-economics & Cloud Services — *Nov. 2023*

- Title: "An Intelligent Framework for the Technoeconomic Analysis on Cloud Services"
- Actively contributing to the academic environment by providing teaching assistance for undergraduate subjects such as Computational Mathematics and Numerical Analysis, as well as postgraduate subjects like Introduction to Python.
- Grade: Excellent

Harokopio University
Athens, Greece

M.Sc. in Informatics and Telematics — *Dec. 2016*

- Specialized in "Development and Operations of Next Generation Networks" during the master's program.
- Conducted experiments within LEDs in the Optics Laboratory of the Department for the thesis titled "Visible Light Communications (VLC)".
- Received the "Georgios Karabatzos" performance scholarship twice, a recognition of the exceptional potential within the Department.
- Achieved a Cumulative GPA of 9.53 out of 10.00.

National and Kapodistrian University of Athens
Athens, Greece

B.Sc. in Physics — *Jun. 2014*

- Graduated with a Bachelor of Science in Physics.
- Earned a Cumulative GPA of 6.22 out of 10.00.

Neils Bohr Institute
Copenhagen, Denmark

ERASMUS STUDENT IN PHYSICS — *Aug. 2008 - Feb. 2009*

- Participated in an international exchange program as an Erasmus student at the Neils Bohr Institute.
- Attended and examined various lessons, including Nuclear and Particle Physics, Simple Climate Models, Turbulence, Relativistic Cosmology, and even took a Danish Language Course.

Experience

Study in Greece | Official Portal

Athens, Greece

DevOps Engineer

July 2021 - Present

- Implemented end-to-end CI/CD pipelines across the infrastructure, integrating tools like Jenkins, GitLab.
- Managed Kubernetes cluster development and maintenance, optimizing container orchestration and scalability.
- Integrated Keycloak as an Identity Provider (IDP) in our web applications, enhancing security and enabling seamless single sign-on (SSO) for users.
- Developed and maintained a robust log collection system for the Kubernetes infrastructure using Prometheus and Grafana, ensuring efficient monitoring and troubleshooting.
- Led the adoption of test automation by utilizing Cypress, enhancing the quality and reliability of web applications.
- Contributed to the developing web platforms using Django and FastAPI, contributing to the creation of user-friendly and efficient interfaces.

Fermorite P.C.

Athens, Greece

Cloud & IoT Engineer

December 2018 - June 2021

- Designed and implemented a comprehensive monitoring solution for the internal infrastructure, enabling real-time insights into system performance and stability.
- Developed and managed a centralized log and auditing collection system using the ELK stack, enhancing visibility into system events and security incidents.
- Played a key role in transitioning on-premises infrastructure to cloud services, optimizing resource utilization and scalability.
- Successfully maintained and administered Microsoft Hyper-V and ESXi virtualization, mail servers, and DNS, ensuring seamless operation of critical services.

Vodafone Greece

Athens, Greece

IPTV Engineer

April - December 2018

- Managed satellite systems, contributing to the efficient delivery of IPTV services to customers.
- Played a vital role in the operation and maintenance of the Media Room platform, ensuring uninterrupted streaming services.
- Supported operations of the Nokia CDN (Content Delivery Network), enhancing the delivery speed and reliability of content to end-users.

Vodafone Greece

Athens, Greece

Assurance & Delivery Associate Engineer

Jan. 2017 - Mar. 2018

- Provided valuable customer support for Value Added Services (VAS), including SMS, Prepay, and IVR systems.
- Designed and created WiKi documentation for team procedures, contributing to streamlined processes and knowledge sharing.
- Supported the voice mail platform, conducted testing services for VAS, and assured outbound Roaming services.

Connecticore S.A.

Athens, Greece

IT - Cloud Engineer

Sep. 2015 - Dec. 2016

- Managed and maintained Cloud services implemented within Citrix products, ensuring high availability and reliability.
- Spearheaded the transition of on-premises infrastructure to cloud services, utilizing Azure and AWS, resulting in increased flexibility and resource optimization.
- Led a project involving the migration and consolidation of IT, IP, and radio infrastructure in a Data Center, resulting in improved resource utilization and reduced complexity.
- Provided customer support for Cloud and IT services, demonstrating strong problem-solving and communication skills.
- Administered Microsoft Hyper-V, ESXi virtualization, mail servers, and DNS, maintaining a stable and secure IT environment.

Publications

Applying Machine Learning in Cloud Service Price Prediction: The Case of Amazon IaaS

Future Internet - MDPI

Fragiadakis, G., Filiopoulou, E., Michalakelis, C., Kamalakis, T., & Nikolaidou, M.

2023

DOI: https://doi.org/10.3390/fi15080277

Cloud services cost comparison: a clustering analysis framework

Computing - Springer Vienna

Fragiadakis, G., Liagkou, V., Filiopoulou, E., Fragkakis, D., Michalakelis, C., & Nikolaidou, M.

2023

DOI: https://doi.org/10.1007/s00607-023-01173-x

A pricing model for container-as-a-service, based on hedonic indices

Simulation Modelling Practice and Theory - Elsevier

Liagkou, V., Fragiadakis, G., Filiopoulou, E., Michalakelis, C., Kamalakis, T., & Nikolaidou, M.

2022

DOI: https://doi.org/10.1016/j.simpat.2021.102441

Comparing the Cost of IaaS and CaaS Services

International Journal of Technology Diffusion - IGI

Liagkou, V., Fragiadakis, G., Filiopoulou, E., Kyriakidou, V., Michalakelis, C., & Nikolaidou, M.

2022

DOI: 10.4018/IJTD.315632

Brokering Intelligence as a Service for the Internet of Things

International Journal of Technology Diffusion - IGI

Dede, G., Fragiadakis, G., Michalakelis, C., & Kamalakis, T.

2019

DOI: 10.4018/IJTD.2019040102

Certifications

Citrix Certified Professional – Networking (CCP - N) *May 2019 - May 2022*

Citrix, License 354080009

- The Citrix Certified Professional - Networking (CCP - N) validates the knowledge and skills required for a Citrix networking professional.

Citrix Certified Associate - Virtualization (CCA - V) *Sep 2020 - Sep 2023*

Citrix, License 7079509677

- Provides IT operators and administrators managing, maintaining, monitoring and troubleshooting XenDesktop solutions.

Introduction to Python *Athens, Greece*

Mathesis@Crete University Press *Jul. 2017*

- Introduction to Python v.3

Digital Business *Athens, Greece*

Dot Native *Jul. 2017*

- Digital Imperative, Customer Centricity, Channels to Market, Unlocking Data, Organisational Agility, Digital Culture.

Computer skills

Operating Systems

- **Advanced**:Microsoft Windows (Windows 7, 8.1, 10) - Proficient in Windows desktop operating systems, ensuring smooth user experiences and troubleshooting various issues.
- **Intermediate**:Unix (CentOS, Solaris, FreeBSD, Suse, Ubuntu) - Experienced in Unix-based systems, handling server administration tasks and command-line operations.

Programming Languages

- **Advanced**: Python (Django Framework, Automation, Scripting) - Utilized Python for web development using the Django framework, as well as for automation and scripting tasks. CSS - Proficient in Cascading Style Sheets (CSS) for styling and layout of web applications.
- **Intermediate**: HTML - Familiar with Hypertext Markup Language (HTML) for creating structured content in web applications. Java - Introduced to Java programming language and its concepts.JavaScript - Basic knowledge of JavaScript for client-side interactivity in web applications.

DataBases

- **Advanced**: Microsoft SQL, MySQL - Proficient in working with Microsoft SQL and MySQL databases, including database design, querying, and maintenance.
- **Intermediate**: PostgreSQL - Experienced in using PostgreSQL for database management and queries.

Other

- REST API Knowledge: Familiar with designing, consuming, and interacting with RESTful APIs, enabling integration between different systems and services.
- Docker: Proficient in working with Docker containers for packaging and deploying applications, improving consistency and portability across environments.
- Git: Experienced in version control using Git, ensuring efficient collaboration and tracking changes in codebases.
- CCNA Knowledge without Certification - Possess knowledge in networking concepts and principles, valuable for understanding network configurations and troubleshooting.
- Microsoft Office, LaTeX, PowerShell, Virtualization, Active Directory, DNS, VMWare vCenter, SharePoint

Honors & Awards

May 2022	**PhD Scholarship**, State Scholarships Foundation (IKY)	*Athens, Greece*
Sep. 2015	**Finalist**, "ReGeneration 2015" Program	*Athens, Greece*
Jun. 2015	**Scholarship**, Summer semester performance scholarship "Georgios Karabatzos", Harokopio Univ.	*Athens, Greece*
Feb. 2015	**Scholarship**, Winter semester performance scholarship "Georgios Karabatzos", Harokopio Univ.	*Athens, Greece*

Languages

Greek, Native language

English, Fluent (speaking, reading, writing)

Danish, Basic (speaking, reading, writing)

French, Basic (speaking, reading)