Grigoris Giannis

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Electronics Engineer | IT Support Specialist

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Professional Summary

Electronics Engineer with extensive experience in IT support, telecommunications, enterprise networking, and Microsoft & Linux systems. Strong background in troubleshooting, corporate customer support, and field technical services.

Professional Experience

Vodafone — *Corporate Technical Support*

2017 − 2022 - Support for fixed telephony, Internet, and IPTV services - Corporate network troubleshooting - Customer-facing technical support

Forthnet S.A. — *Technical Support Engineer*

2010 − 2016 - Support for telephony, Internet, and NOVA services

CPI S.A. — *Dell Systems Engineer*

2006 − 2009 - Certified Dell technician (servers, desktops, laptops) - Installation and maintenance of Dell systems - Field service engineer

NET SALES S.A. (BYTE Group) — *Hardware Technician*

2003 − 2004 - PC hardware service - Support for Singular ERP applications - Remote and on-site support

N. Avgerinopoulos Group — *IT Support Specialist*

2001 − 2003 - Network support for vocational schools (IEK, TEE) - IT support for retail branches nationwide

Microland Computers S.A. (ALTEC Group) — *IT Technician*

1999 − 2001 - PC assembly and service - Installation of HP, COMPAQ, IBM servers - Field technical support

Informatics H/Y S.A. — *Internship*

1997 − 1998 - PC assembly - Mass OS deployment over network

Education

BSc in Electronics Engineering
Piraeus University of Applied Sciences
1993 − 1999

Thesis:
Design and Development of DCS1800 Mobile Telephony System (COSMOTE)

Certifications

- Microsoft Windows Server 2003 Network Infrastructure (070-291)
- Managing Windows Server 2003 (070-290)
- Windows XP Professional (070-270)
- Dell Certified Systems Expert – EMEA ESF Level 2

Technical Skills

Operating Systems - Windows NT → 11 - Windows Server 2000 → 2016 - Linux (Ubuntu, Fedora, Deepin) - macOS

Tools & Technologies - VMware Workstation - Microsoft Office - Adobe Photoshop - DaVinci Resolve - Adobe Premiere Pro

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Languages

- English — Very good (Lower)