

# Grigoris Giannis

**Electronics Engineer | IT Support Specialist**

📍 Athens, Greece

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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.

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## Professional Experience

**Cosmote Telekom — *Corporate Technical Support***

**1-2-2024** - Support for fixed telephony and Internet services - Corporate network troubleshooting - Customer-facing technical support

**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

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## Education

### BSc in Electronics Engineering

Piraeus University of Applied Sciences

**1993 – 1999**

#### Thesis:

Design and Development of DCS1800 Mobile Telephony System (COSMOTE)

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## 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
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## 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)