

Ilias Mitzias

Team Lead, Software Engineer, SKG

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Self-Organized Ability to transfer knowledge.
Responsible for new colleagues. Reinvent the whole introduction procedure.

Team Lead Responsible for the communication and the well-being of more than 20 colleagues involved on different projects.

Software Engineer Develop and Maintain tools to automate tasks that should run with no supervision.

PROFESSIONAL EXPERIENCE

Team Lead / Software Engineer

noris.gr, 2020 - present

- Biweekly catch up meetings for **Coaching** and **Motivation**
- Communicate directly and effectively among teams
- Report directly to upper management
- **Performance Evaluation**
 - Quarterly 360 feedback sessions
 - Self-evaluation
- Skill Development
 - Suggest intuitive projects for after work
 - Acquire new knowledge
- Ensure **agile workflows** working smoothly:
 - Focus on projects based on criticality
 - Find bottlenecks and eliminate them
 - Improve SCRUM workflows
 - Less micromanagement more responsibility on people
 - Increase visibility to externals
 - Regular clean-up & grooming
 - Allocate specific time for legacy projects
 - Create/Update/Review SOPs

SKILLS

Python

Bash

Angular

Linux

Docker

Git

Ticketing Systems

Jira (SCRUM, KANBAN, agile)

Certifications

ITIL 4: Foundation Certification

I am Looking For

Strong Team Spirit

Positive Work Environment

Room for Decision Making

Exceptional Benefits

- Increase **team involvement**
 - Build autonomy and sense of ownership
 - Handover tasks circularly
 - Delegate responsibilities to Squad leads
- Participate in the hiring process
 - Create Questionnaires
 - Reallocate people on projects
 - Communicate needs for new hirings
 - **Bridge** the gap between **HR** and **technical leads**

Software Engineer

noris.gr, 2017 – 2020

- Develop (in **python**) and maintain numerous projects
- Python **REST APIs**
- **CI/CD pipelines** automation with **gitlabci**, **GoCD**
 - automate **unittests**, **linting**
 - automate linux **package creation**
 - automate **docker images**
- **Automating Monitoring/Alerting** mechanisms auto-generating configs
- Working with **containers**, use **docker** to make test / develop / create sharable development environments
- Day to Day tasks with **OKD**
- Port python2 projects to python3
- Part of long running projects on **Python** and **Angular**
- Create and update **SOPs** and **documentation**

Systems Administrator

Koutsiolis Asterios, **2006 – 2013**

- Update and maintain Linux servers
 - openSUSE, debian
- Network monitoring, maintaining
 - iftop, iperf
 - nmap, nc
- Automation development
 - backup process, rsync,
 - use chocolatey to install packages
- Develop bash /batch /python scripts
 - find updates, get external ip, reset windows update
- Software and Hardware maintenance

CERTIFICATIONS / SEMINARS

ITIL 4 Foundation Certification, mitsm.de, **2024**

- Service management concepts
- Service value system
- Guiding principles
- Service Value Chain
- ITIL practices

Personnel Performance Evaluation

Applied Professional Training, **2022**

Management and Leadership Skills

Athens University of Business and Economics, **2022**

Coaching with experiential exercises

Applied Professional Training, **2020**

MCTS: Windows 7 Configuring,

systemplus.gr, **2017**

MCTS: Hyper-V,

systemplus.gr, **2017**

EDUCATION

IT Engineering Diploma, Computer Software Engineering

Public Institute of Vocational Training, 2010 – 2012

- Programming Languages (Pascal, c, c++)
- Web development & design (HTML, PHP)
- Databases (MS SQL Server, MySQL, PostgreSQL)
- Software Engineering (UML, Project Management)
- Networks (Cisco Packet Tracer)
- THESIS (Arduino, Alarm Management System)

Army Obligations: fulfilled