

# Ilias Mitzias

Team Lead, Software Engineer, SKG

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<http://imitzias.eu>

**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 - current

- 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

Linux

Python

Bash

Docker

Git

Angular

## Ticketing Systems

Jira (Agile Scrum Kanban)

ServiceNow

## Certifications

ITIL 4: Foundation Certification

CSA: ServiceNow's Certified System Administrator

## I am Looking For

Strong Team Spirit

Positive Work Environment

Room for Decision Making

- 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
  - Port python2 projects to python3
  - Python **REST APIs**
- **CI/CD pipelines** automation with **gitlabci**, **GoCD**
- Automating **Monitoring/Alerting**
- **Scripting** with **bash** and **python**
- Working with **containers**, create **docker** images
- Day to Day tasks with **redhat openshift**
- Part of long running projects on **Python** and **Angular**
- Create and update **SOPs** and **documentation**
- Working with **UNIX/Linux** servers
- Version control with **github/GitLab**

## Systems Administrator

Koutsiolis Asterios, **2006 – 2013**

- Update and maintain **UNIX/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

ServiceNow Certified System Administrator,  
ServiceNow, **2025**

Negotiations and Conflict Management, National and  
Kapodistrian University of Athens, **2024**

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

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