DIMITRIOS SINANIS
SOFTWARE SUPPORT ENGINEER

CONTACT

PHONE:
+306949561239
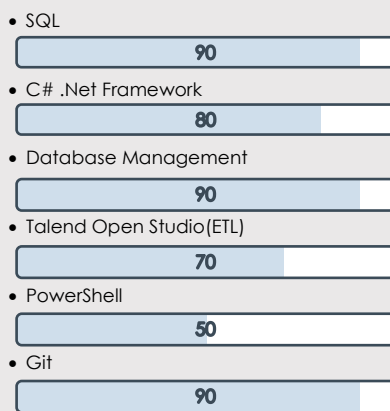
WEBSITES:
LinkedIn
Medium
GitHub

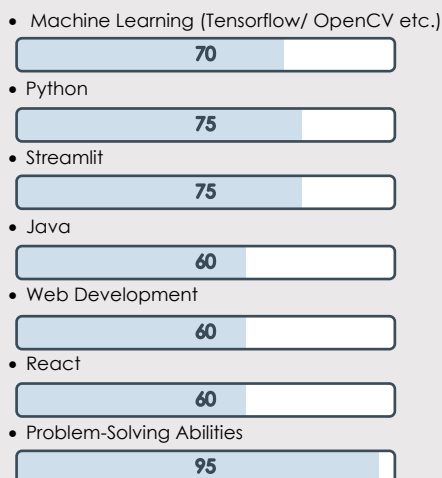**EMAIL:**
sinanis.dimi@gmail.com

SKILLS

Specialization:

- SQL

90

- C# .Net Framework

80

- Database Management

90

- Talend Open Studio(ETL)

70

- PowerShell

50

- Git

90

General:

- Machine Learning (Tensorflow/ OpenCV etc.)

70

- Python

75

- Streamlit

75

- Java

60

- Web Development

60

- React

60

- Problem-Solving Abilities

95

LANGUAGES

English: C2 – Michigan.

WORK EXPERIENCE

Qualco S.A | Software Support Engineer
August 2022 – Present
Support of Qualco Collections Software and maintenance of client's databases, with the following duties:
- Investigate and resolve advanced business and code-related issues reported by clients.
- Work in a multi-version codebase (Azure DevOps/ Git) with many customizations per client. Analyze and propose bug fixes in C#.
- Apply hotfixes to stored procedures in SQL Server and datafixes as per client's request.
- Support and restore the End of Day (EOD) process in Production/ Live Maintenance and User Acceptance Testing environments in case of failures.
- Maintenance of ETL processes using Talend Open Studio, ensuring efficient data integration and management.
- Create PowerShell scripts for automating tasks such as End of Day process and file transfer between servers.

This role has allowed me to contribute to the improvement and stability of software applications, ensuring seamless functionality and enhanced client satisfaction.

Euronet Worldwide | AS400 Programmer/ Data Analyst
October 2021 – August 2022
Support of Production Services based on IBM AS400 for European banks, with the following duties:
- Program Analysis in RPG III/ ILE RPG (IV) for writing technical documents for clients/ team.
- CL (Control Language) programming for changing UI capabilities.
- SQL for modifying files and extracting data from the database.
- Handling special requests by analyzing data as per client's requests.
- Implement changes to the production subsystem using JIRA.
- Log subsystem knowledge and analysis for decrypting data for complex requests.

Viva Wallet | E-Commerce & Technical Support Specialist
March 2021 – October 2021
Support of Viva Wallet's **E-Commerce services** (Developer's Portal).
- Payment API: Integration & Debugging (RESTful API).
- Ready to use plugins: Integration & Debugging using logs from CMS.
- Custom/ Redirect Checkout Integration & Debugging.
- Set up of Webhooks for payments.

Additional role of **Technical Support Specialist** (assigned after June 2021) with the following duties:
- Terminal Management System (TMS) – PAX: Technical support and update of the terminals when needed.

Piraeus Direct Solutions | Merchant Service (Support)
October 2017 - 26 February 2021
Merchant Service/Support at Piraeus Direct Solutions (PDS).

EDUCATION

Piraeus University of Applied Sciences | BSc in Civil Engineering
2011 – 2017
Senior Thesis: Planning bicycle paths and sports facilities in the Municipality of Egaleo, West Attica.

Hellenic Open University | MSc in Computer and Information Sciences
October 2020 – Present
Diploma Thesis: Implementation of a medical image classification system using deep learning techniques.

Military Obligations have been completed.