# DIMITRIOS SINANIS
### SOFTWARE SUPPORT ENGINEER

## PROFILE

My goal is to succeed in a supportive and fulfilling environment that nurtures my personal development and professional aspirations. I am eager to enhance my skills and gain meaningful work experience. I believe in the power of teamwork and am committed to building strong relationships with my colleagues. Ultimately, I aim to create a mutually beneficial partnership that contributes to my growth and the success of the organization.

## CONTACT

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## HOBBIES

Coding
Fitness and exercise
Learning new skills
Traveling
Photography
Hiking
Watching movies
Watching sports

## EDUCATION

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

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

## WORK EXPERIENCE

**Piraeus Direct Solutions – Merchant Service/ Support**
**October 2017 - 26 February 2021**
Merchant Service/Support at Piraeus Direct Solutions (PDS) http://www.pds.gr.

**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.

**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.

**Qualco – 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.

## SKILLS

**General:**
- Willingness to learn
- Collaboration and Teamwork
- Programming Knowledge
- Machine Learning
- SQL Server and Database Management
- Software Development Lifecycle
- Strong Problem-Solving Abilities
- Version Control Systems

**Languages:**
- Greek: As native language
- English: Proficiency Certification by the University of Michigan. Communication both in oral and written English.

**Specialization:**
- SQL Server
- C# .Net Framework
- Database Management
- Talend Open Studio(ETL)
- PowerShell
- Java SE Documentation (Basic Level)
- Python/ Tensorflow/ Anaconda (ML)
- Data Science (through my MSc Thesis)
- Use of IDEs(Eclipse, BlueJ, VS Code, Visual Studio)
- Git

**Military Obligations have been completed.**