

## CONTACT

- +30 6955 178 357
- elenakoni99@gmail.com
- Kavalla, Greece
- Linkedin
- GitHub
- Personal Website

## EDUCATION

10/2017 - 06/2023

INTERNATIONAL UNIVERSITY OF GREECE  
Kavalla, Greece

- Computer Science Department, School of Science
- Thesis: Coroutines as a tool to support concurrency in modern applications

## SOFT SKILLS

- Project Management
- Teamwork
- Time Management
- Problem Solving
- Critical Thinking

## LANGUAGES

- Greek (Mother tongue)
- English (Intermediate)

## VOLUNTEERING

01/2018 - 12/2022

NORTHEN LIGHTS AID  
Kavalla, Greece

- Volunteering in refugee support (clothing shop, community garden, activities)
- Remote assistance (text editing & EN-GR translation)

## DRIVING LICENCE

CAR: B

# ELENA KONSOUA

Junior Developer

## PROFILE

With a degree in Computer Science, I am seeking to grow professionally in the areas of web development and data. I am looking forward to grow while contributing to innovative projects, as a part of a larger collaborative development team.

## PROFESSIONAL COMPETENCIES AND INDUSTRY TOOLS

- Programming Languages: Python, JavaScript
- Databases: MySQL
- Web Development/Frameworks: HTML/CSS
- Libraries: NumPy, Pandas

## WORK EXPERIENCE

### Custom Software Engineering Associate [ 12/2023 - 10/2024 ]

Accenture Greece Athens, Greece

- Advanced support in troubleshooting and resolving technical issues
- Regular checks and troubleshooting on systems to maintain functionality
- MySQL database usage for data retrieval and analysis to assist in issue resolution.

### IT Presales Support Engineer [ 10/2021 - 11/2023 ]

Infinitum S.A. Athens, Greece

- Design and customisation of a variety of Security and Networking Services in accordance with customer needs
- Accurately and proactively identify customer problem points and offer original solutions
- Collaboration with suppliers for the right and complete proposal for customers
- Coordination within company departments to ensure the successful completion of the process
- End-to-end project management.

### Technical Support [ 12/2020 - 02/2021 ]

Teleperformance Kavala, Greece (remote)

- First level customer support for a telecommunications company in Greece
- Problem management via telephone communication for internet and telephony issues
- Crisis management and high-pressure problem solving

## CERTIFICATIONS AND DIGITAL BADGES

### Training and Upskilling:

Beginner's Programming School [ 04/2025 ]

Reatcode-Workearly, IT Consulting Services / Athens, Greece (remote)

TechGen Academy by Eurobank & Accenture Mobile Development (Android & iOS) [ 06/2024 ]

Eurobank - Accenture / Athens, Greece (Hybrid)