**Charalambos Poyiadjis**

Portfolio website: <https://charalambospoyiadjis.com/>

E-mail: [chrpamboss@gmail.com](mailto:chrpamboss@gmail.com) Contact: +35797876397

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| **Personal Profile** |

A strongly motivated individual working in IT that has studied Computer Science and has a passion on all aspects of technology, always striving to learn and do more. Currently working in IT as a Control Centre executive. Just achieved Merit for CCNA in all 3 Modules of the Certificate. Obtained first in the first and second year of university and possess verifiable problem-solving skills and experience gained through current work position, academic and personal projects.

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| **Work Experience** |

***Sept 2021-now***

**IT executive Control Centre, IBM**

**Scope of responsibilities included:**

* IBM ticketing support system handling through platform for hardware and software issues by phone and email communication with clients.
* Owner of IBM devices warehouse in Cyprus, handle all IBM devices that are given to IBM employees. Setup each employee’s device, Windows, Linux, MacOS, for IBM standards and train them on how to use each essential application. Able to remotely handle ServiceNow laptop ServiceNow platform requests for Greece.
* Focal point of Lenovo devices in Cyprus, handling Lenovo laptop and server ticketing system for client’s issues as well as internal laptop issues.
* Creation and follow up of government services reports for Ministry of Finance GDW
* Creation and follow up of services reports for Ministry of Health OPSY 1
* In charge of creating documentation of migration for the new mailing service, providing step by step instructions as well as assistance on any setbacks faced by colleagues on how to archive and export mails from sunset mailing system to the new one. Support Cyprus and Greek employees with any setbacks they encounter through the processes.
* Researched, learned, created and handed documentation on how to operate new call-taking system. Held out a training meeting session led by me with all IBM team including IBM Greece providing them detailed instructions on the operation of the system and all its features.
* Mapped-out all IBM network after migration, created a top-down network diagram and documentation for all network connections. Identified available ports for future use and added them all neatly on a table.
* Able to handle all Control Centre for IBM Greece and Cyprus simultaneously by myself.
* Studied the CCTV plan for IBM and Kyndryl telephone-line migration and provided it to technicians on-site, responsible to make sure that process was running fluently.
* Focal point for IBM and Kyndryl network migration and assistance to solve any issues that occurred during that process.
* Provided assistance on outside-of hours for network upgrade and for Ministry of Health.
* Order replacement parts for defected machines that need to be fixed according with their cost and their availability.
* Support internally and externally IBM employees in all aspects, hardware such as printers, software such as in-office software as well as networking by testing and handling network issues.
* Repair a wide range of Lenovo laptops, all that are available for sale in Cyprus.
* Wall-to Wall stock taking of all devices.
* Prepare and handle all machine disposals.
* Provided work-around for printer’s software issue and handed to all colleagues onsite.
* Point of contact for local access to server room and able to troubleshoot on instructions given by authorized network technicians.

**Marketing and IT executive, Blurred Mag**

***August 2020***

* Scope of responsibilities included: being able to communicate to clients and team in different languages for tasks such calling clients for inviting them to the event and logging them at an excel sheet, sending invitations through email, training new staffs, management and operational reporting to.
* Booked more than 130 VIPs for the CFMA contest held at Lebay Hotel in my first 5 days of working, managed the company’s social media and came up with ideas on what to post next.

**Marketing manager, Elaia**

***Dec 2017***

* Scope of responsibilities included: In charge of the marketing campaign that would be held for Elaia, where we would market and sell the products,made 2000 euros profit in just 3 months surpassing our goal of 1000 euros. Volunteered as we only got 100 euros each and gave the rest to charity.

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| **Education & Qualifications** |

**CCNA Certification**

***2022/23***

Cisco Certified Network Associate **(Achieved Merit in 1st 2nd and3rd Module)**

* **Modules Completed:** CCNAv7: Introduction to Networks , 3rd module in progress.

CCNAv7: Enterprise Networking, Security, and Automation

CCNA: Switching, Routing, and Wireless Essentials

**Northumbria University**

***2018/21***

BSc (Hons) Computer Science **( 3rd year Achieved 2nd Class, 1-2nd 1st class Honours )**

* **Modules Completed:** Individual Computing Project, Web Application Integration, Team Project and Professionalism, Cloud Computing and API Programming, Graduate Enterprise. Software Engineering Practice, Intelligent Systems, Computer Networks Security and Operating Systems, Human Computer Interactions, Program Design and Development. Programming I & II (Java), Web Technologies, Relational Databases (MYSQL), System Analysis (UML Design).
* **Independent Projects:** Making a home delivery website, learning SWIFT programming language,

***2015-2017***

**Agios Georgios Lyceum**

Finished with all years of Distinction (**Achieved: Honours)**

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| **Skills** |

**IT:**

* Cisco IOS – Cisco Internetwork Operating System
* Cisco Packet Tracer Tool
* Database management knowledge - MYSQL, SQLite Access
* Programming and development: Object Oriented Java, Event Driven C#
* Web based development: HTML, CSS, PHP, JavaScript, jQUERY, React.js
* Using platforms like GitHub to collaborate projects, ideas and knowledge
* Made projects using C#, Java, React.js, PHP, HTML, CSS, JavaScript, Google’s Geocode API, Google’s Javascript API, Google’s Directions API
* Experience in using Microsoft Office Package Suite.

**Teamwork**

I have worked efficiently as part of a team throughout both working in a company and for university team projects that both have had great results as well as learning outcome. I can take the role of the leader as I can organise a group of people and setting deadlines of when each task needs to be done and by when and take the opinions of others into consideration to make the team be more effective and create the must-having bond.

**Communication**

I am able to speak 2 languages (Greek, English) and during my last job experience, being bilingual has allowed me to be an active key member in my team and translate as well as understand the clients better as some clients did not speak Greek. Using this skill, I realised I am able to communicate fluently with any client. I am also an effective listener while being friendly and open minded in all discussions.

**Problem-Solving**

Developed strong problem-solving skills through both my degree and working role in IT and marketing executive. I can approach tasks in analytical and methodical approach to examine various options and determine the best solution possible. For instance, I prefer to follow the programming technique of ‘divide and conquer’ where I usually break down tasks into smaller chunk of task and tackle it.

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| **Professional Enhancements & Activities** |

* Grade 5 Classical Guitar
* ECDL Certifications
* IGCSE Diploma 78/100
* E-Commerce Course

I have a keen interest in computing and technology outside of my studies and have taken many projects using different programming language such as Swift. In my free time I also make music and write lyrics. I like to keep myself fit hence I have been playing tennis for 12 years and go to the gym regularly.