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Date of birth: 3 Jan 2002 **Nationality**: Greek

ABOUT ME

I was born on January 3, 2002, hailing from the beautiful city of Larissa. I grew up and completed high school in Larissa, and later studied in Athens at the University of Piraeus, in the Department of Digital Systems.

During my studies, I worked concurrently, striving for rapid financial independence. My work also helped me apply the knowledge I gained from the university in practice and to develop both my professional skills and sense of responsibility.

Soft Skills

Team spirit and collaboration
Problem-solving ability
Time and priority management
Communication skills
Creativity and adaptability

Hard Skills

Programming languages: C, Python, Java, JavaScript, SQL, HTML, CSS, PHP
Database management (MySQL, PostgreSQL)
Network design and development
Network systems configuration and maintenance
Cloud systems management (AWS, Azure)
Web design and development

WORK EXPERIENCE

[3 Jun 2017 – Current] **Bakery shop manager**

Owner

City: Larissa | **Country**: Greece

I don't have professional experience in the field of information technology. From a young age I have the role of "Assistant" in our family business.

My family has a bakery in Larissa city and from a young age, I am also involved in the production (Bread kneading, making buns), or sitting at the cash register, serving customer, communication with them (Listening to positive and negative comments, solving questions).

I only work in the bakery at Christmas and in the summer, because the rest of the year I study at University Of Piraeus.

[1 Feb 2022 – 30 Sep 2022] **Contact Center Agent - Customer Service of WIND HELLAS**

ICAP - Group Of Companies

City: Athens | **Country**: Greece

Customer Support: Handle incoming calls, emails, and chat inquiries from customers, providing prompt and accurate assistance related to WIND Hellas services (mobile, internet, and landline).

Issue Resolution: Troubleshoot and resolve customer complaints or technical issues by following company procedures, ensuring customer satisfaction and timely resolution of problems.

Product Information: Provide detailed information to customers about WIND Hellas products, services, pricing, promotions, and offers.

Account Management: Assist customers with account-related inquiries such as billing, usage details, payment options, and plan upgrades or downgrades.

Data Entry: Update customer records in the system, ensuring all interactions and resolutions are properly documented.

Cross-Selling and Upselling: Identify customer needs and suggest additional WIND Hellas services or products that might benefit the customer, contributing to sales targets.

Follow-up Communication: Conduct follow-up calls or messages to ensure customer issues have been resolved and that they are satisfied with the service provided.

Team Collaboration: Work closely with other team members and departments to resolve complex issues and improve overall customer experience.

Adherence to Policies: Ensure compliance with WIND Hellas policies, procedures, and quality standards during all customer interactions.

Customer Satisfaction: Focus on delivering a high level of customer service, aiming to enhance customer loyalty and retention through professional and courteous communication.

[1 Oct 2022 – 30 Jan 2023]

Chat Agent - Customer Service of WIND HELLAS

ICAP - Group Of Companies

City: Athens | **Country:** Greece

1. Customer Support via Chat:

- Respond promptly and professionally to customer inquiries via chat.
- Provide accurate and comprehensive information about WIND Hellas products, services, and procedures.
- Troubleshoot customer issues related to mobile, internet, and telecommunication services, ensuring swift and effective resolutions.

2. Problem Solving and Escalation:

- Identify and address customer complaints, offering solutions within the scope of your authority.
- Escalate complex or unresolved issues to the relevant departments, ensuring customer satisfaction.

3. Sales and Up-Selling:

- Promote additional services or products that meet customer needs, focusing on up-selling and cross-selling opportunities.
- Inform customers of current offers and promotions, encouraging them to take advantage of value-added services.

4. Customer Relationship Management:

- Build and maintain positive relationships with customers by providing excellent service and support.
- Follow up on customer inquiries to ensure they are fully resolved and that the customer is satisfied.

5. Documentation and Reporting:

- Log all customer interactions, inquiries, and solutions in the customer support system.
- Keep detailed records of conversations, transactions, and customer issues for future reference and continuous improvement.

6. Collaboration with Internal Teams:

- Work closely with technical support, sales, and billing teams to resolve customer issues effectively.

- Share customer feedback and suggestions with the appropriate departments for continuous improvement of products and services.

7. **Adherence to Policies and Procedures:**

- Ensure compliance with company policies, including data protection and confidentiality standards.
- Maintain a professional and courteous demeanor in all customer interactions, adhering to WIND Hellas' service guidelines.

8. **Performance Targets:**

- Meet or exceed key performance indicators (KPIs) related to customer satisfaction, response times, and problem resolution efficiency.

[1 Feb 2023 – 1 Jul 2024] **Chat Agent - Customer Service of NOVA**

ICAP - Group Of Companies

City: Athens | **Country:** Greece

Customer Support via Chat: Provide real-time assistance to customers through chat, addressing inquiries, resolving issues, and offering solutions related to NOVA's products and services.

Handling Customer Queries: Respond to customer questions about services, products, and billing in a professional and courteous manner, ensuring clarity and customer satisfaction.

Technical Assistance: Troubleshoot and guide customers through technical issues, such as service outages, connectivity problems, or device setup.

Issue Resolution: Resolve customer complaints or problems efficiently by understanding their concerns and offering appropriate resolutions or escalating them to the relevant departments when necessary.

Maintaining Customer Records: Update and maintain accurate customer information, document interactions, and track issues for follow-up or reporting purposes.

Product Knowledge: Stay informed about NOVA's latest products, services, promotions, and policies to provide accurate information to customers.

Feedback and Improvement: Collect customer feedback during interactions and share insights with the team to improve customer service processes and enhance the customer experience.

Team Collaboration: Work closely with other customer service representatives and departments to ensure a seamless customer experience and address any cross-functional issues.

Adhering to KPIs: Meet or exceed key performance indicators (KPIs) such as response time, resolution time, and customer satisfaction ratings.

Continuous Learning: Engage in training and development to stay updated on the latest customer service techniques and technologies.

[20 Jul 2024 – Current] **Junior IT Engineer**

Digi Solutions

City: Athens | **Country:** Greece

Technical Support

- Provide first-level technical support to end-users, troubleshooting hardware, software, and network issues.
- Respond to support tickets and resolve technical problems in a timely manner.
- Assist with the setup, configuration, and maintenance of computers, peripherals, and mobile devices.

Network and Systems Maintenance

- Assist in monitoring and maintaining local area networks (LAN), wide area networks (WAN), and other IT infrastructure.

- Perform regular system updates, patches, and backups to ensure optimal performance and security.
- Support in managing servers, databases, and cloud environments.

IT Projects Assistance

- Participate in IT projects, such as system upgrades, migrations, and software implementations.
- Collaborate with senior engineers to deploy new solutions and technologies.
- Document technical processes, configurations, and issue resolutions.

Hardware and Software Management

- Assist in installing, configuring, and upgrading operating systems and application software.
- Ensure proper inventory and tracking of IT equipment, including laptops, desktops, printers, and network devices.

Security and Compliance

- Support the implementation of IT security protocols and ensure compliance with company policies.
- Assist with monitoring and responding to security threats, such as malware or unauthorized access attempts.

Collaboration and Communication

- Work closely with other IT team members to troubleshoot and resolve more complex technical issues.
- Communicate effectively with non-technical staff to explain technical solutions in a user-friendly manner.

EDUCATION AND TRAINING

[19 Sep 2020 – 1 Jun 2024]

Department of Digital Systems

University of Piraeus , Department of Digital Systems

<https://www.ds.unipi.gr/>

City: Athens | **Country:** Greece |

[1 Sep 2017 – 1 Jun 2020]

High School Graduate

High School

City: Larissa | **Country:** Greece | | **Final grade:** 19.5

As a High School Graduate, my main activities and responsibilities included:

- **Academic Achievement:** Successfully completed a comprehensive curriculum, including subjects such as Mathematics, English, Science, History, and Electives.
- **Collaborative Projects:** Worked effectively in group settings on various assignments, developing teamwork and communication skills.
- **Leadership Roles:** Took on leadership roles in school clubs or extracurricular activities, organizing events and guiding peers.
- **Problem-Solving:** Applied critical thinking to solve complex problems in various subjects, improving analytical skills.
- **Time Management:** Balanced multiple responsibilities, such as coursework, extracurricular activities, and part-time work.
- **Communication Skills:** Developed strong written and verbal communication skills through essays, presentations, and group discussions.
- **Technology Use:** Utilized various digital tools and platforms for research, presentations, and collaboration.
- **Community Involvement:** Participated in volunteer work and community service activities, contributing to local projects.
- **Preparation for Higher Education:** Focused on advanced courses and preparation for college entrance exams (SATs, ACTs, etc.).

[1 Nov 2021 – 30 Nov 2021]

WEB DEVELOPMENT e-LEARNING ACADEMY

College Link <https://www.collegelink.gr/el/>

City: Athens | **Country:** Greece |

Curriculum Development & Delivery:

- Designing, structuring, and regularly updating web development courses to match the latest industry trends and technologies, including HTML, CSS, JavaScript, frameworks, and backend development.
- Ensuring courses cover essential web development topics, such as responsive design, web application architecture, databases, and version control.
- Delivering engaging online lectures, tutorials, and hands-on coding sessions to provide practical skills.

Student Support & Guidance:

- Offering mentorship and technical support to students through interactive Q&A sessions, forums, and live chats.
- Providing constructive feedback on assignments, projects, and coding exercises to help students improve their skills.
- Monitoring student progress and offering personalized advice and resources for improvement.

Hands-on Project-Based Learning:

- Encouraging students to work on real-world projects, building fully functional websites and web applications.
- Facilitating collaborative projects that simulate industry-standard workflows and team environments.

Assessment & Certification:

- Designing quizzes, coding challenges, and final assessments to measure students' understanding and skills in web development.
- Issuing certificates upon successful course completion, validating the student's competence in key web development technologies and methodologies.

Industry Partnerships & Career Development:

- Partnering with tech companies to provide students with internships, job placement assistance, and exposure to real-world industry standards.
- Offering career coaching, portfolio reviews, and guidance on job search strategies to help students transition into the workforce.

Platform & Resource Management:

- Maintaining and updating the e-learning platform, ensuring that it offers a seamless user experience for students.
- Providing access to up-to-date learning materials, coding tools, and resources to help students stay on top of evolving technologies.

Continuous Improvement:

- Gathering student feedback and using it to refine course content, delivery methods, and support systems.
- Staying informed about the latest trends in web development and education technologies to enhance the academy's offerings.

[1 Apr 2021 – 30 Apr 2021]

ETHICAL HACKING

AUDAX CYBERSECURITY <https://www.audax.gr/>

City: Athens | **Country:** Greece |

Ethical hacking, also known as penetration testing or white-hat hacking, involves legally breaking into systems or networks to identify vulnerabilities and strengthen cybersecurity. Below are the main activities and responsibilities of an ethical hacker:

1. Vulnerability Assessment

Ethical hackers are responsible for identifying vulnerabilities in systems, networks, or software applications. They use specialized tools to scan for weaknesses that could be exploited by malicious hackers.

2. Penetration Testing

Ethical hackers conduct penetration tests by simulating cyberattacks on a network or system. Their objective is to determine if unauthorized access can be achieved and to identify how security measures can be improved.

3. Security Auditing

They perform security audits to review an organization's security policies, procedures, and systems. This includes ensuring that all systems comply with industry standards and regulatory requirements.

4. Exploit Development and Testing

Ethical hackers often develop and test exploits in controlled environments to understand how vulnerabilities can be leveraged. This helps in creating more secure code and patches to protect against future attacks.

5. Report Writing and Documentation

After conducting tests, ethical hackers document their findings in detailed reports. These reports outline identified vulnerabilities, the methods used for testing, and recommendations for improving security.

6. Risk Assessment

Ethical hackers assess the potential risk of identified vulnerabilities, prioritizing those that could lead to the most severe damage or disruption. They provide organizations with recommendations on how to mitigate these risks.

7. Continuous Monitoring and Follow-Up

Ethical hackers may also monitor systems and networks on an ongoing basis to detect new threats. They follow up on security improvements and conduct additional tests to ensure the system remains secure after remediation.

8. Incident Response and Forensics

In case of a security breach, ethical hackers assist in incident response. They help in identifying how the breach occurred and perform forensic analysis to trace the origin of the attack and prevent future occurrences.

9. Collaboration with Development and IT Teams

Ethical hackers work closely with software development and IT teams to ensure that new products and updates are secure. They advise on security best practices throughout the software development lifecycle.

10. Training and Awareness

Part of their responsibility is to educate staff members about cybersecurity threats, teaching them how to identify phishing attempts and other forms of social engineering, ensuring they are aware of security best practices.

LANGUAGE SKILLS

Mother tongue(s): Greek

Other language(s):

English

LISTENING C2 **READING** C2 **WRITING** C1

SPOKEN PRODUCTION C1 **SPOKEN INTERACTION** C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

My Digital Skills

Microsoft Word | Microsoft Excel | Facebook | Responsibility | Gmail | Microsoft Powerpoint | Outlook | Google Docs | Instagram | Creativity | Presenting | Zoom | Google Drive | Teamwork | Microsoft Office | LinkedIn | Internet user | Social Media | Organizational and planning skills | Power Point | Skype | Written and Verbal skills | Team-work oriented | Good listener and communicator | Strategic Planning | Analytical skills | Motivated | Decision-making | Critical thinking