Ourania Ntrizi, Junior Software Engineer

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SUMMARY

Dynamic Junior Software Engineer with a BSc in Computer Engineering and hands-on experience in front-end web development during an internship. Skilled in analyzing and resolving technical issues, evidenced by success as a Network Operations Center Technician where efficient fault resolution improved service quality. Proven ability to communicate effectively with technical teams and manage project tasks. Eager to leverage unique skills and experience to contribute to innovative software solutions. My portfolio: https://mportfolio-eight-ruddy.vercel.app/

WORK EXPERIENCE

Oct 2024 – Present **Network Operations Center Technician, Nova Telecommunications & Media** Athens

- Received, analyzed, and resolved or escalated customer complaints and network outages.
- Acted as the primary liaison for the Network Management Centre, facilitating intra-departmental and external communications.
- Executed planned tasks as dictated by NMC management.
- Utilized the Corrective Trouble Ticketing System to inform relevant parties regarding network faults.
- Coordinated with NOVA technical departments and external vendors to escalate faults and ensure timely resolution.
- Evaluated and managed trouble tickets from performance monitoring platforms, determining severity and impact.
- Notified Customer Service of any network issues leading to service outages.

May 2024 – Oct 2024 **1st Level Tech Support Agent, Nova Telecommunications & Media** Athens

Nov 2022 – Apr 2023 **Web Developer (Internship), Wide Services** Athens

- Contributed as a front-end web developer and managed administrative tasks for Moodle, a Learning Management System (LMS).

EDUCATION

Oct 2018 – Mar 2025 **Technological Educational Institute of Peloponnese** Sparti, Greece
BSc degree, Computer Engineering

SKILLS

Network Operations Center Technician	Web Development
Front-end Development	React
Firebase	Problem Solving
Communication	Team Collaboration
Adaptability	

LANGUAGES	Greek	Bulgarian
	English	