

Socratis Christodoulou

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Links
[Linkedin Profile](#)

EXPERIENCE

Qiiwi Games AB, Nicosia

Live Operations Manager

December 2021 - Present

- Lead and manage the live operations team, including programmers, QA testers, support, and backend engineers.
- Manage Agile-driven projects using Jira Software. (Sprints and Scrum based)
- Plan, coordinate, and execute live operations strategies to drive player engagement and revenue.
- Involve with Product and Stakeholders' decision-making and roadmap design.
- Ensure the smooth functioning of game services by monitoring Firebase Crashlytics, Unity Diagnostics, and server health.
- Collaborate with development and product teams to manage game updates, patches, and launches.
- Oversee customer support operations to ensure player issues are resolved promptly and effectively.
- Implement processes to track performance metrics and use this data to improve live operations. (Tableau & Google BigQuery)
- Conduct A/B and multivariate tests to optimize game retention, engagement, and monetization metrics.
- Lead crisis management during game outages or other significant issues.
- Coordinate with third-party vendors and partners to meet live operation needs.

Data Analyst and Live Operations Team Lead

January 2021 - December 2021

- Collect, organize and analyze significant amounts of information with attention to detail and accuracy.
- Experience with data visualization solutions (Tableau & Google BigQuery, SQL).
- Worked with queries, report writing and presenting findings.
- Provide in-depth analytics and insights about our games. (KPIs

HARD SKILLS

- Tableau, Google BigQuery
- Jira, Firebase
- C, Java, Python
- JavaScript, PHP, Python
- HTML, CSS
- MS Office
ECDL Certificate

SOFT SKILLS

- Teamwork
- Loyalty
- Dedication
- Decision making
- Communication
- Ability to work under pressure
- Problem Solving
- Leadership

LANGUAGES

Greek - Native Speaker
English - Highly Proficient

analysis and Firebase A/B tests)

- Identify, analyze, and interpret patterns and trends in complex data sets for diagnosis and prediction.
- Provide insights on forming Database models. (Tables, Parameters, Events)

**Grand Thornton (Cyprus) Ltd,
Pittas & Valerkos Software Ltd, Nicosia— *Internship as a
Computer Science Student***

June 2019 - August 2019

Working on ENACTIA Ltd, a complete platform for privacy and cybersecurity governance.

Web Development – Software Testing.

N.V. VAPSIS ltd, Nicosia— *Stock Organizer and Seller*

June 2018 - August 2018

Organization and preparation of large orders for Superstores.

Symbols, Nicosia— *Floor Manager*

September 2016 - December 2018

Managing reservations and employees.

Military, Nicosia— *Infantry Sergeant*

September 2016 - December 2018

EDUCATION

University of Cyprus, Nicosia— *Computer Science Bachelor*

September 2016- Present (Pending dissertation)

Current Grade Point Average: 7.75/10

Pallouriotissa Lyceum, Nicosia— *High School Degree*

September 2011- June 2014

President of the Students Council

Graduation Grade: 19.64/20

CERTIFICATES

PMI PMP Course, Nicosia— *Certification Training Course*

ACE Training Ltd

November 2023 - December 2023