Christos Kratimenos

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PROFESSIONAL EXPERIENCE

Technical Support Engineer, *modulus SA,* Athens Greece   Feb 2023 – Present

- Delivered end-to-end PBX deployments (3CX, Asterisk/FreePBX) for retail clients under SLAs
- Bash / Python scripting for workflow automation and VM monitoring
- SQL for data analysis on call reporting and call centre performance
- Collaborated with other team members to ensure that work gets properly delivered (integration BE/FE, release to DEV, staging, production).
- Acquired experience on Figma, GitLab, Wireshark, Ansible, Linux (Debian) and SIEM Tools
- Conducted meetings to record customer needs and provide tailor-made solutions and integrations
- Implemented Peer to Peer interconnections for international and wholesale Voice Providers
- Provided phone and e-mail support on VoIP related matters for B2B customers

Internship, *modulus SA,* Athens Greece   Aug 2022 – Feb 2023

- Learned about the OSI Layer in real applications (VoIP Software / Hardware)
- Obtained experience in the SIP Protocol for VoIP communication between endpoints and VoIP Providers
- Learned to read machine and software logs to debug issues regarding VoIP Telephony
- Contributed and maintained technical documentation
- Tested Mobile and Windows Softphone application before rolling out updates.

EDUCATION

B.Sc. in Informatics & Telecommunications   October 2020 – January 2026

National and Kapodistrian University of Athens (NKUA), Department of Informatics & Telecommunications (DIT), Athens, Greece

LANGUAGES & EXAMS

ECPE, Level:C2
English (fluent)
Greek (native)

Certifications

Military Service: Obligations fulfilled
Cisco Networking Basics (09/2024)
3CX Advanced Certified Engineer v20 (07/2024);
3CX Basic Certified Engineer v20 (06/2024);
Machine Learning with Python (03/2024);
Databases and SQL for Data Science (03/2024)
Google Cybersecurity (02/2024)