George Benos
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Professional Summary

Highly motivated and skilled IT Support Specialist and Web Developer with years of experience in providing exceptional technical support, developing and maintaining websites, and driving successful digital marketing campaigns. Adept at troubleshooting complex IT issues, implementing efficient solutions, and enhancing user experiences. Proven ability to increase operational efficiency and customer satisfaction through innovative approaches and technical expertise.

Key Skills

- IT Support & Troubleshooting
- Web Development (HTML, CSS, WordPress)
- Network & System Administration
- Digital Marketing & SEO
- Google Analytics & Google Ads Certified
- Technical Documentation & Training
- Client & Stakeholder Communication
- Team Leadership & Collaboration

Professional Experience

Technical Support Specialist
Playcenter, Chalkida, Greece
January 2012 – Present (Freelance Now)

- Offered technical support for hardware, software, and network issues, improving overall system performance.
- Created and optimised digital marketing campaigns, leading to a 150% increase in revenue.
- Managed social media platforms, enhancing brand visibility and customer engagement.
- Conducted technical training sessions for staff, fostering a knowledgeable and efficient team.

Junior Web Developer
Able Web Services, Surbiton, UK
January 2021 – June 2022

- Designed, developed, and maintained company websites using HTML, CSS, and WordPress.
- Coordinated with clients and stakeholders to gather requirements and deliver customised web solutions.
- Developing Custom Websites: Proficiently creating bespoke websites from inception using WordPress, tailored to meet clients' specific requirements and preferences.
- Website Maintenance: Diligently managing website updates and plugins to keep sites secure, functional, and up-to-date with the latest features and enhancements, thereby ensuring optimal performance and user experience.

Junior IT Support
Aluminco, Athens, Greece
July 2017 – October 2018

- Ensured the reliability and security of network infrastructure and IT systems.
- Conducting Daily IT Infrastructure Health Checks: Ensuring smooth IT operations by performing comprehensive daily health checks on hardware, network, voice connectivity, and printing vendors.
- Documenting Support Issues: Meticulously documenting support issues and logging every step in the IT ticketing tool to maintain thorough records of troubleshooting processes and resolutions.
- Supporting Deployment of New Products and Solutions: Providing invaluable support during the deployment and implementation of new products and solutions, ensuring seamless integration and minimal disruptions to existing operations.
- Diagnosing and Resolving End-User Issues: Expertly diagnosing and resolving a range of end-user hardware, server, network, and voice technology-related issues, delivering prompt and effective solutions to minimise downtime and enhance user productivity.
- Facilitating User Training: Offering training and guidance on IT-related tools and technologies, empowering users with the knowledge and skills needed to leverage IT resources effectively.

Education

Bachelor in Computer Science
Hellenic British College, Greece
Graduated 2008

Certifications

- Google Analytics Certification
- Google Ads Certification
- Basic Python
- HTML Essential Training
- Windows 11 for IT Support: Advanced Troubleshooting
- Learn to Code for the Web
- Digital Skills: Social Media

Technical Proficiencies

- **Languages**: HTML, CSS
- **CMS**: WordPress
- **Tools**: Google Analytics, Google Ads, Microsoft Office Suite, IT Support Ticketing Systems
- **Operating Systems**: Windows, Linux

Professional Development

- Completed various online courses in web development, digital marketing, and IT support.

Languages

- English (Fluent)
- Greek (Native)

References

Available upon request.