THEODOSIOS ATHANASAKIS
Associate Technical Consultant

th.athanasakis@gmail.com · (+31) 6 51 102 457 · **Linked**in · https://theathral.github.io/

I am a dedicated professional with a strong foundation in **Time Management**, **Organizational** and engaging **Presentation Skills**. I perform very well in collaborative environments, leveraging my **Active Listening** and **Teamwork Abilities**. My **Problem-Solving** and **Conflict Resolution Abilities**, combined with **Empathy** and **Clear Communication**, help me **Adapt** to various challenges. With **Confidence** and a **Sense of Humor**, I approach every task with enthusiasm, making me a **VALUABLE ASSET TO ANY TEAM**.

WORK EXPERIENCE

Oct. 2023 – Present

Associate Technical Consultant | PLAT4MATION
- Participating in **2** ServiceNow Projects.
- Pending **3** ServiceNow Projects.
- Implementing **1** ServiceNow integration with the platform Jira by Atlassian.

Sept. 2022 – Sept. 2023

Ambassador, Event Planner, Member and Minutes Taker of the Board of Studies, Mentor, Teaching Assistant, Technical Writer | TU DELFT
- Promoting master's program through **2** engaging events and **30+** real-time Q&A student support.
- Ensuring program excellence for **700+** professors and students and minute-taker in **6** meetings.
- Organizing a welcoming Introduction Week for **120+** first-year students, for **2** consecutive years.
- Supporting, guiding, grading, leading discussions, and managing e-learning platform for **600+** students.

Work Experience before 2022 (for) BAYLINE SERVICES | YUPPI CAMP | ARISTOTLE UNIVERSITY OF THESSALONIKI (AUTH)

2019 – 2022 (Summer) — **Lifeguard**: Ensuring water safety and upholding safety protocols for **700+** adults and children per day.

Sept. 2020 – Oct. 2020 — **Reception of Freshmen (Voluntarily)**: Assisting **50+** incoming students per day.

Dec. 2017 – Jul. 2018 — **Supporting Staff (Voluntarily)**: Upgrading Big Blue Button; **3+** procurements; Supporting **3+** conferences.

ACADEMIC BACKGROUND

Sept. 2021 – Sept. 2023

M.Sc. Management of Technology | TU DELFT
- Key Subjects: Digital Business Process Management, Leadership & Management, Economic Foundations, Organizational Decision Making, Logistics/Supply Chain, Multi-Criteria Decision Analysis.
- Grade: 7.6/10 (Thesis Grade: 8/10)
- Thesis: Qualitative research; Interviews for Carbon Farming Knowledge Platform requirements.

Oct. 2016 – Nov. 2020

B.Sc. Computer Science | AUTH
- ↘ **Erasmus+ Student – Computing Science | UNIVERSITY OF GRONINGEN** *(Feb. 2020 – Jul. 2020)*
- Key Subjects: Project Management, System Quality Assurance, Software Engineering, Databases.
- Grade: 8.42/10
- Thesis: Software development; Module implementation in existing program.

CERTIFICATIONS

Currently	**SERVICENOW**	**6+ ServiceNow Micro-Certs**
Aug. 2022	**SERVICENOW**	**ServiceNow CIS – ITSM**
Apr. *2021*	**PEOPLECERT**	**ITIL4 Foundation**
Jan. 2021	**SERVICENOW**	**ServiceNow CSA**
Dec. 2020	**DELOITTE/UoM**	**Agile in Cloud Engineering**

ACHIEVEMENTS & AWARDS

Jun. 2022	**TU DELFT**	**Energy Challenge Event**
		1st in Faculty Contest; Participation in University Contest.

LANGUAGES

Greek	Native
English	Full Professional Proficiency
Dutch	Elementary Level

SKILLS (out of ⑤)

⑤ Microsoft Office	⑤ GitHub	Bootstrap 4/5 ④
⑤ LaTeX/Overleaf	④ Python	JavaScript ③
④ Laravel	④ HTML5	SQL ③