



# THEODOSIOS ATHANASAKIS

Associate Business Consultant

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the QR code to see  
my complete CV!



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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 Business and Technical Consultant | PLAT4MATION**

- Contributed to **5+ ServiceNow projects**, aiding companies in seamless solution implementation.
- Organizing and leading workshops, demos, and testing meetings, ensuring stakeholder collaboration.
- Preparing and validating project documentation, ensuring accuracy and compliance.
- Serving as a **Minute Taker**, documenting meeting proceedings accurately.
- Developing assets to enhance project efficiency and promote knowledge sharing.

Sept. 2022 – Sept. 2023

**Ambassador, Event Planner, Member and Minutes Taker of the Board of Studies, Mentor, Teaching Assistant, Technical Writer | TU DELFT**

- Promoted master's program through **2** engaging events and **30+** real-time Q&A student support.
- Ensured program excellence for **700+** professors and students and **minute-taker** in **6** meetings.
- Organized a welcoming Introduction Week for **120+** first-year students, for **2** consecutive years.
- Supported, guided, graded, led discussions, and managed e-learning platform for **600+** students.

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

2019 – 2022 (Summer)

**Lifeguard:** Ensured water safety by upholding safety protocols for **700+** adults and children per day.

Sept. 2020 – Oct. 2020

**Reception of Freshmen (Voluntarily):** Assisted **50+** incoming students per day.

Dec. 2017 – Jul. 2018

**Supporting Staff (Voluntarily):** Upgraded Big Blue Button; **3+** procurements; Supported **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** **15+ 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

Jan. 2024 **PLAT4MATION Flow '24 (Hackathon)**  
Enhanced Connector4U app with new features.  
Jun. 2022 **TU DELFT Energy Challenge Event**  
1<sup>st</sup> 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 LaTeX/Overleaf  
④ Laravel  
⑤ GitHub  
④ Python  
④ HTML5  
Bootstrap 4/5 ④  
JavaScript ③  
SQL ③