

# Themis Tsiligkoudis

SOFTWARE DEVELOPER

## Profile

Software developer with passion in computer science. Diplomatic and adept at managing sensitive situations. Highly organized and self-motivated, looking for new experiences that will improve my overall skills.

## Employment History

### Technical Support Professional | Classter

MARCH 2021 — PRESENT

Provided customer support for the company's main product. Tested every possible scenario before informing the development department about an issue. Gain good knowledge of database management and scripting through daily customer issues and demands. Created several reports with SSRS. 2,500+ support cases resolved.

- 1,500+ cases created on azure (either for bugs or product backlogs).
- 200+ azure cases resolved (either migration issues or report bugs).
- 150+ reports created from 0 and 150+ reports made further adjustments.
- 200+ scripts created by me to solve customer issues or demands.
- Good Experience in debugging and finding the source of the problem.
- Good Experience regarding external providers and third-party integrations and APIs.

### Gap year | Career break

SEPTEMBER 2020 — MAY 2021

Joined Military. Due to my Computer Science degree, they had me working in the office where we had a lot of problems to address in a daily basis.

- Updated a program written in Excel VBA to automatically assign soldiers in their daily jobs.
- Updated a program to automatically count the military leaves of all soldiers.
- Archived all soldier files and sorted them by years.
- Was responsible of interviewing the newcomers
- Provided them all the appropriate information, equipment, and a place to sleep.
- Assisted in fixing several electronics that had issues.

### Technical Staff | Classter Internship

JULY 2020 — AUGUST 2020

Started my Internship in Classter. Learned a lot of new skills and expended my horizon

- Software Testing.
- Database documentation.
- Custom CSS themes for their base product.
- Assisted in building the Company's new Network infrastructure.

## Details

Antiochias 3, Kavala, 65404, Greece  
+306943444650  
[themtsil@gmail.com](mailto:themtsil@gmail.com)

NATIONALITY

Greek

DRIVING LICENSE

A1 - B

DATE / PLACE OF BIRTH

24/05/1996

Greece

## Social Links

[LinkedIn](#)

[Github](#)

## Programming skills

HTML

CSS

JavaScript

Responsive design

Cross browser development

SQL

C#

C++

## Languages

Certificate of competency in  
English

## Education

### Diploma in Electrical and Computer Engineering, Democritus University of Thrace, Xanthi

SEPTEMBER 2014 — JUNE 2021

Qualified as Integrated Master with 300 ECTS and 7.03 / 10 Overall grade

### High school, 2nd, Kavala

SEPTEMBER 2011 — JULY 2014

## Certifications

### Renewable Energy Sources and Sustainability and Development, Xanthi

DECEMBER 2016

MEDILAB and ESTIEMLG at states of program REUNI

### Life-Skills Shaping Life and Social Entrepreneurs, Xanthi

MARCH 2019

British council

## Skills & Qualifications

- ✓ Experience with front & backend development.
- ✓ Good knowledge in API & Database Design.
- ✓ Experience with problem solving.
- ✓ Experience with customer support.
- ✓ Experience with Report creation (SSRS).
- ✓ Ability and speed of learning
- ✓ Consistency
- ✓ Conflict resolution
- ✓ Cooperation
- ✓ Pleasant and positive spirit