

# Charilaos Kyritsis



📍 Karditsa, Greece

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## Professional Summary

**Data-driven IT Specialist and Aspiring Data Analyst** with 15+ years of experience in technical support, systems maintenance, and office administration. Currently pursuing a Master's in Data Science and Machine Learning, with a solid foundation in teleinformatics and growing expertise in statistical modeling and machine learning. Passionate about turning complex datasets into actionable insights that enhance performance and efficiency. Eager to thrive in a dynamic corporate environment where I can contribute to data-informed decision-making, grow within cross-functional teams, and continually evolve as a data professional.

## Education

**Master's Degree – Data Science and Machine Learning** *Hellenic Open University* | 2023 – Present

**Bachelor's Degree – Department of Teleinformatics** *Technological Educational Institute of Epirus* | 2002 – 2006

## Certifications & Languages

- **English:** First Certificate in English (University of Michigan)
- **Languages:** Greek (Native), English (Intermediate)

## Technical Skills

- IT Support & Troubleshooting
- Hardware & Software Maintenance
- Network Setup & Configuration
- Office Administration
- Data Analysis (in progress)

- Microsoft Office Suite | Windows OS | Remote Support Tools

## Professional Experience

### **Office Assistant & IT Support** *Mpakratsas Apostolos LTD* | Aug 2023 – Present

- Provide day-to-day technical support and administrative assistance across departments
- Maintain and troubleshoot computer systems, ensuring smooth operation for internal users
- Handle **ERP data input for accounting purposes**, including invoice entries, purchase orders, and financial records
- Assist with general IT-related tasks and office operations, improving overall workflow efficiency

### **Computer Technician & IT Support Specialist** *Computer Center* | Aug 2010 – Jul 2023

- Diagnosed and repaired hardware and software issues for customers across various platforms
- Delivered on-site and remote technical support for individual clients and business environments
- Provided specialized IT support for **Intracom systems** and **OPAP retail stores**, ensuring seamless operation of POS systems and network infrastructure
- Built and maintained long-term client relationships through responsive, reliable service

### **Lecturer in Informatics** *Public Educational Institution of Karditsa* | Oct 2008 – Jun 2010

- Instructed students in basic and advanced computer skills
- Developed course materials and assessments for IT modules

### **Office Assistant** *Aerotec O.E.* | May 2008 – May 2009

- Managed clerical duties, schedules, and communications
- Provided IT support for internal systems

### **Office Assistant** *Thermac O.E.* | Nov 2006 – May 2007

- Supported daily administrative operations and office communications

### **Computer Technician** *MEDIASHOP* | Apr 2006 – Oct 2006

- Delivered customer-focused tech support and hardware repairs
- Set up PCs and software for retail use and back-office functions

## Interests

Basketball | Music | Jogging

## References

Available upon request