

About Panagiotis Zermpinos

Motivated engineer with a background in automotive engineering & energy, actively expanding my knowledge in cybersecurity and digital forensics. Optimizing and maintaining systems (L1 & L2) @ bioMDx Intelligence & SafeBlood. Skilled in troubleshooting, automating the boring stuff, and CRM configuration.

Experience

Field Service Engineer | CRM Architect @ biomedix intelligence - safe blood (Sep 2023 - Present)

- Critical in technical support operations for biomedical and intelligence systems, implementing efficient L1 & L2 support protocols to ensure optimal system performance and user satisfaction.
- Architected and implemented CRM workflows and automation systems, resulting in enhanced organizational efficiency and streamlined communication processes.
- Developed and delivered comprehensive technical solutions and proposals to stakeholders, while managing content strategy for company communications.
- Created professional technical documentation and marketing materials using industry-standard design tools, effectively communicating complex technical concepts to diverse audiences.

Mechanical Engineer | External Partner @ (HEDNO - ΔΕΔΔΗΕ) (Dec 2022 - Feb 2023)

- Implemented technical solutions to resolve complex discrepancies between service providers and end-users, optimizing system performance and customer satisfaction.
- Facilitated cross-functional collaboration between technical teams and customers, ensuring seamless service delivery and maintaining high client satisfaction rates.

Apprentice Electrician @ Rutech S.A. (Jun 2022 - Dec 2022)

- Executed comprehensive electrical system installations and maintenance procedures, ensuring compliance with international ISO standards and safety protocols.
- Managed inventory control and logistics operations, optimizing supply chain efficiency and reducing operational costs.

Automotive Mechanic @ Auto Service Zermpinos (Sept 2015 - Sept 2023)

- Developed and implemented diagnostic protocols for complex automotive systems, achieving high customer satisfaction rates through efficient problem resolution.
- Streamlined inventory management and customer service operations, resulting in improved operational efficiency and client retention.

Education

- **Integrated Master - Mechanical Engineering** - University of West Attica (2022)

Professional Skills

- CRM Systems & Workflows
- Python Programming
- Technical Troubleshooting
- Biomedical Systems
- Customer Relationship Management
- Process Automation
- Digital Forensics
- Cybersecurity
- Data Analysis
- Technical Documentation
- Project Management
- Quality Assurance

Soft Skills

- Problem-Solving
- Technical Communication
- Team Leadership
- Project Planning
- Client Management
- Time Management
- Adaptability
- Critical Thinking