About Me

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 IntelligenceX & SafeBlood. Skilled in troubleshooting, process automation, and CRM configuration.

Experience

Application and Technical Support @ biomedix intelligenX - safe blood (Sep 2023 - Present)

- Responsible for Anti - Bribery Policy.
- Critical in technical support operations for biomedical and intelligence systems, implementing efficient L1 & L2 support protocols to ensure optimal system performance and user satisfaction.
- Installed and actively maintaining over 50 criminal photography systems, achieving a 100% ticket closure rate in full compliance with SLA requirements.
- 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.
- Drafted and managed MNDAs and non-competitive agreements for 35 partners, coordinated procurement efforts (RFI's, RFP's), as well as maintenance and service contracts.
- Produced professional bilingual 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

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

Soft Skills

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