





ARIS PANAGIOTIS SOURLAS

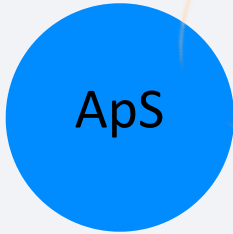
 + (30) 6947740197

 <https://www.linkedin.com/in/ares-sourlas/>

 arsourlass@gmail.com

 Greece



 <https://aron1n.github.io/cv/>



EXPERIENCE



Senior IT Customer Care Advisor

Teleperformance



-  09/2023 - 01/2025
-  Remote, EMEA region
- Managed 30 daily, english speaking, support cases using CRM; logged, updated, and archived customer data as per Company & Data Protection Guidelines while coordinating with multiple departments; consistently met performance and satisfaction targets.
 - Coached and supported junior team members by monitoring their calls and offering feedback to improve accuracy and professionalism.

Retail & Logistics Experience

Various Companies (TheMart, Dixons South, Praktiker)




-  06/2022 - 05/2023
-  Volos
- Coordinated workflow and provided personalized customer service while using digital tools for tracking and managing tasks (e.g., handheld terminals/PDA/ company software).

Home Appliances Field Technical Support

-  11/2021 - 02/2022
-  Volos
- Installed, maintained, and troubleshooted household machines, applying hands-on technical skills; appointment scheduling as well.




Census Enumerator

Elstat

-  07/2021
-  11/2021
-  Volos
- Conducted approximately 164 structured interviews with residents, ensuring accurate documentation of demographic information and securely uploading data into the company's digital system.

Biomedical Engineering Internship in the Biomedical Department

General Hospital of Volos



-  12/2019
-  05/2020
-  Volos
- Supported maintenance and calibration of medical equipment.
 - Diagnosed, documented, and resolved technical issues in collaboration with staff.
 - Gained experience in technical troubleshooting, system monitoring, and regulatory compliance.
 - Familiar with almost all hospital equipment.

Other jobs : Farm worker, food industry employee, plumber assistant and others.

EDUCATION

Biomedical Engineer, B.Sc.

University of West Attica


-  02/2021
-  Athens
- B.Sc in Biomedical Engineering (formerly: Medical Instrumentation Technology Department).
 - Thesis on "developing a heart rate sensor using Arduino, involving programming and hardware setup".
 - IT Certification; earned alongside Bachelors degree focused on computer science, IT fundamentals, networking and programming.

SUMMARY


Biomedical Engineer with hands-on experience in medical and electrical devices maintenance, technical troubleshooting and customer support, specialized in IT. Skilled in routine checks and compliance. Certified in IT, DevOps and more, with strong analytical and mentoring abilities. Fluent in English (C2) and Greek (native). Flexible and committed to learning.

LANGUAGES

English
C2 Cambridge



Greek
Native



SKILLS

Medical and electrical device maintenance

Programming (VS code, MATLAB, Git, Python and more)

Networking & IT Infrastructure and Security

MS Azure BasicsBasic SQL / Data Querying

AdaptableMS OfficeIT troubleshooting

Remote CollaborationCRM Systems

Agile LearnerAnalytical Thinking

Docker & Kubernetes fundamentals

CERTIFICATIONS

- [DevOps Foundation](#)[IT Certification](#)
- [Artificial Intelligence applications in organizations and businesses](#)
- [SQL for Data Science](#)
- [Connect and Protect Networks and Network Security](#)
- [Introduction to Microsoft Azure Cloud Services](#)
- [Technical Support Fundamentals](#)
- [Introduction to Data Protection and Privacy](#)
- [Introduction to Containers w/ Docker, Kubernetes and Openshift](#)