

SPYROS GEORGIADIS

CONTACT

GRIGORIOY AYKSENTIOY
80,Athens 15771

6976456769

[e-mail](#)

[Github](#)

[LinkedIn](#)

[Site](#)

SKILLS

HTML/CSS

Javascript

Python

Network development and
administration

Linux

MongoDB/MySQL/PostgreSQL
GraphQL

Node.js/Deno

React.js

Next.js

Angular

Vue

Docker

Git/Github

PROFESSIONAL SUMMARY

32-year old web developer from Athens,Greece.
I have been interested in IT, Network Administration and
Web Development for a long time.Recently I decided to
focus mainly on full-stack web development

WORK EXPERIENCE

10/18 - present

Freelance Front end Web Developer

- Created websites for small businesses and conventions

05/17 - 10/18

1rst/2nd Level Technical Support -FORTHNET

- Engaged end users and answered questions via email, phone, website live chat and in forums.
- Answered support calls within 90 to 120 seconds to minimize delays and subsequent abandoned calls.
- Met and exceeded company sales and productivity goals Monthly.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Managed high levels of call flow and responded to ADSL/VDSL/Telephony technical support needs of customers.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Broke down and evaluated user problems using personal expertise and probing questions.
- Coached newer Employees

04/14 - 01/17

IT support - self employed

- Used diagnostic tools to identify hardware failures and replace non-functional components.
- Linked computers to network and peripheral equipment, including printers and scanners.

LANGUAGES

Greek
native



English



- Tested and installed motherboards, processors and graphics cards on desktops and laptops for small businesses and clients
- Configured hardware, devices and software to set up new work stations for employees.
- Patched software and installed new versions to eliminate security problems and protect data.
- Removed and replaced malfunctioning components to correct hardware problems.
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.

07/13 - 01/14

1rst Level Technical Support -Cosmote

- Provided solutions to operations issues for users of ADSL and Telephony , working closely via phone, email, live chat and web teleconference with end users.
- Engaged end users and answered questions via email, phone, website live chat and in forums.
- Remained up-to-date on latest technologies and solutions applicable to company products in order to provide best support to end-users.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Identified and solved technical issues using variety of diagnostic tools including Siebel CRM.

EDUCATION

Automation Engineer - TEI HALKIDAS

Cambridge certificate for the English language (Lower)

