

Romanos Nianios

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EXPERIENCE

Owen Mumford Ltd., Woodstock, Oxon — *Systems Support Engineer*

AUGUST 2018 - PRESENT

Supporting the infrastructure team with projects such as Network Upgrade Project, network migrations and supporting the VMWare infrastructure.

Supporting other members from 1st and 2nd Line of Support on technically advanced issues and requests.

Owen Mumford Ltd., Woodstock, Oxon — *First Line Support Engineer*

MAY 2015 - AUGUST 2018

Head of support for Woodstock, Malaysian and French sites on any first and second line incidents and requests.

Troubleshooting software and hardware issues, liaising with third party companies supporting different type of hardware and software to resolve issues efficiently and on time. Creation & Deployment of Software / Scripts.

Pixel Shop, Ampelokipoi, Thessaloniki, Greece — *Technical Support for Network & Hardware*

JANUARY 2014 - OCTOBER 2014

Hardware troubleshooting and parts replacements on laptops and desktops. Software troubleshooting on Microsoft Windows.

Freelancer, Ampelokipoi, Thessaloniki, Greece — *Technical Support for Network & Hardware*

JULY 2011 - JANUARY 2014

Hardware, software and network support for household customers throughout the city of Thessaloniki.

Greek Army, Lemnos, Greece — *Signaler*

MARCH 2013 - DECEMBER 2013

Experience on BOR-A 50 radar and part of the Communication Center. Became involved with the communication system and the creation of an application to reliably and quickly dispatch signals to units.

EDUCATION

Teesside University of Middleborough / Mediterranean College, Bachelor in Computer Studies

2010 - 2012

ASP, MSSQL, C#, PHP, MySQL, XML, RSS and ITIL and SLA Agreements

I.I.E.K XINIS (equivalent to HND), Thessaloniki, Greece — *IT Applications*

2008 - 2010

Basic networking, Hardware Troubleshooting, C/C++, HTML, CSS, MSSQL, UML

QA, Reading, UK — *ITIL Foundation*

FEBRUARY 2016

The Knowledge Academy, London, UK — *Root Cause Analysis*

JUNE 2019

SKILLS

Windows XP-10 / Windows Server 2012-2019
MS Office 2003-365
Linux (Debian Based Distros)
MS-SQL Server
Hyper-V / VMWare / VirtualBox
Android Devices / iOS Devices
Active Directory (20410 Course)
Exchange 2010/13/Online
TCP/IP / DNS / DHCP
PowerShell / Batch / AHK / Bash
C# / VB.NET / PHP / Python
SQL / JS / HTML / CSS
cGMP / EU Driving License

EXPOSURE

Veeam / Backup Exec
WatchGuard Firewalls / Cisco Meraki WAPs
Nortel BCM
Citrix / RDS
McAfee EPO / ForcePoint TRITON-AP
DELL KACE / Microsoft SCCM
Synology DSM

AWARDS

Honoured Scholarship from I.I.E.K (HND) to College/University

LANGUAGES

English

Certificate of Competency in English (ECCE)
University of Michigan
GOOD SPEAKING AND WRITING SKILLS

Greek

NATIVE LANGUAGE

PROJECTS

Printer Migration - Server and Client
Printer Migration without user interaction
POWERSHELL, GPOs, QUEST KACE 2000

Microsoft Office Update - Update from Office 2007/10/13 to O365 without user interaction
POWERSHELL, VBSCRIPT, QUEST KACE 2000

Service Desk Statistics - Introduce and Visualisation of Service Desk Data
SQL, MySQL, METABASE, XAMPP

Windows 10 Image - Creation of Windows 10 Image without unwanted software
DISM, QUEST KACE 2000, POWERSHELL

Network Upgrade Project - Support Infrastructure team & DELL

Subsidiary Migration - Support Infrastructure to move subsidiary to corporate network

Setup McAfee EPO Server from scratch - Deployed McAfee Agent company-wide

Custom CRUD Tool for Service Desk Usage
MySQL, PHP, JS, CSS, XAMPP

VMWare VCenter Upgrade
Supported Infrastructure team to upgrade VCenter from 5.5 to 6.5