

Romanos Nianios

27 years old

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RELEVANT SKILLS

- Windows XP - 10, MS Office 2003 - 365
- Windows Server 2008+
- Linux (Debian Based)
- MS-SQL Server
- Hyper-V
- Android Devices / iOS Devices
- Powershell / AutoHotKey / Batch
- Active Directory (course 20410D) / Exchange
- PC hardware knowledge
- Experienced in troubleshooting (HW and SW)
- TCP/IP, DNS / DHCP
- EU Driving License
- Mac OS
- Windows Image building

CAREER HISTORY

Owen Mumford Ltd., Woodstock, Oxon, United Kingdom

05/2015 - Now

First Line / Second Line Supporter for PC & Laptops & Servers

- Software Troubleshooting on Microsoft Windows XP + , Microsoft Office 2007+
- Hardware Troubleshooting on Laptops and Desktops
- Server Built / Maintenance
- IP Phones
- Support Multiple sites, in Multiple Countries
- Lease with 3rd party companies to support our products
- Creation & Deployment of software/scripts via Quest (former DELL) KACE or GPOs
- Inform about system vulnerabilities
- Working in GMP Environment
- Average 300 tickets rate per month

Projects Include but not limited to:

- Update all clients from Office 2007/2010/2013 to 365 via Quest KACE using PowerShell
- Introduce Service Desk Stats and Graphs using Metabase
- Move 600+ clients to new print server without
- Windows 10 image creation using DISM / Local GPOs etc
- Several Scripts keep the infrastructure safe and up to date mostly in PS, Batch & AutoHotKey

PIXEL SHOP, Thessaloniki, Greece

01/2014 to 10/2014

First Line Supporter for PC & Laptops

- Software Troubleshooting on Microsoft Windows XP + , Microsoft Office 2003 + and others
- Hardware Troubleshooting on devices
- Network Set up
- Customer Service

FREELANCER, Thessaloniki, Greece

07/2011 to 01/2014

Technical Support for Network & PC

- Hardware/Software Troubleshooting
- Network setup
- Android & iOS devices Maintenance
- Advices on new technologies
- Customer Service

GEORGIADIS L.P., Thessaloniki, Greece – Electronics retail shop

10/2010 to 07/2011

Technical Support for Network & PC, E-shop Administrator & Technology Advisor

- E-shop management
- Troubleshooting hardware, hardware and software failures, server maintenance
- Customer service
- Advisor on new technologies (services and products)

THE WEB S.A, Thessaloniki, Greece – Internet Cafe

01/2009 to 05/2010

Customer Service

- Troubleshooting hardware and software failures
- General shop's duties
- Customer Service
- Cashier

EDUCATION

Teesside University of Middleborough / Mediterranean College

2010 to 2012

Bachelor on Computer Studies. Grade 57.0/100.0: Second class honours, lower division

Study on: Internet technologies such as, ASP, MSSQL, C#, PHP, MySQL, XML, RSS, ITIL and SLA Agreements.

I.I.EK XINIS (equivalent to HND)

2008 to 2010

IT Applications. Honoured with scholarship to Mediterranean College

Study on: Basic of networks, Hardware troubleshooting, C/C++, HTML, CSS, MS-SSQL, UML.

ADDITIONAL PROFESSIONAL EXPERIENCE

TECHBLOG.GR / WHOS.GR / GOODBYTE.GR , Greece - Blogs for technological news

08/2013 - 04/2014 01/2012 – 06/2012 06/2012 – 08/2013

News editor and / or Editor in Chief

- Articles writing
- Working in Team
- Editorials
- Articles Approval
- PR
- Events Planning
- Interviews
- Team Leader

88th SIGNAL COMPANY, Greece - Greek army

03/2013 to 12/2013

Communication Center

- Electronic Messages management
- Call Center
- Management for communication between military units
- Custom app development for reliable delivery of electronic messages to units
- Organized methods for faster work flow
- Active Directory

VOLUNTEER WORK

HOLY TRINITY CHURCH, Chalkidiki, Greece – Camp for kids and teenagers

07/2008 to 07/2012

Executive Member

- Accounting
- Safety Measures
- In charge for schedule, supplies, camp canteen

TRANSLATOR FOR APPS & WEBSITES – Localization in Greek language

Translator

- Part of Launchpad.net for Ubuntu and other OS projects, Greek localization
- Translator of apps like Deliveries, Viber, Atarashii, Dashclock Widget, Smart Launcher, MX Player, WizTree
- Translator of webpages like youtube-mp3.org, lmgtyf.com and others

SEMINARS

www.openittraining.com

VMWARE (Certified Professional VCP-510)

January 2014

www.infolab.gr

Installing and Configuring Windows Server 2012 R2 (20410D)

November 2014

www.qa.com

ITIL Foundation

February 2016

LANGUAGES

- **ENGLISH** - Certificate of Proficiency in English (University of Michigan) **2010**
Good Speaking and Writing Skills
- **GREEK** – Native language