Ilias Mitzias

Team Lead, Software Engineer, SKG

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Self-Organized Ability to transfer knowledge. Responsible for new colleagues. Reinvent the whole introduction procedure.

Team Lead Responsible for the communication and the well-being of more than 20 colleagues involved on different projects.

Software Engineer Develop and Maintain tools to automate tasks that should run with no supervision.

PROFESSIONAL EXPERIENCE

Team Lead / Software Engineer
noris.gr, 2020 - present

- Biweekly catch up meetings for **Coaching** and **Motivation**
- Communicate directly and effectively among teams
- Report directly to upper management
- **Performance Evaluation**
  - Quarterly 360 feedback sessions
  - Self-evaluation

- Skill Development
  - Suggest intuitive projects for after work
  - Acquire new knowledge

- Ensure **agile workflows** working smoothly:
  - Focus on projects based on criticality
  - Find bottlenecks and eliminate them
  - Less micromanagement more responsibility on people
  - Increase visibility to externals
  - Regular clean-up & grooming
  - Allocate specific time for legacy projects
  - Create/Update/Review SOPs

SKILLS

Python

Bash

Angular

Linux

Docker

Git

Ticketing Systems

Jira (SCRUM, KANBAN, agile)

Certifications

ITIL 4: Foundation Certification

I am Looking For

Strong Team Spirit

Positive Work Environment

Room for Decision Making

Exceptional Benefits

- Increase **team involvement**
    - Build autonomy and sense of ownership
    - Handover tasks circularly
    - Squad lead responsibilities

- Participate in the hiring process
    - Create Questionnaires
    - Re-arrange people on projects
    - Communicate needs for new hirings
    - **Bridge** the gap between **HR** and **technical leads**

Software Engineer
noris.gr, 2017 – 2020

- Develop (in **python**) and maintain numerous projects
- Python **REST APIs**
- **CI/CD pipelines** automation with **gitlabci, GoCD**
    - automate **unittests, linting**
    - automate linux **package creation**
    - automate **docker images**
- **Automating Monitoring/Alerting** mechanisms auto-generating configs
- Working with **containers,** use **docker** to make test / develop / create sharable development environments
- Day to Day tasks with **OKD**
- Port python2 projects to python3
- Part of long running projects on **Python** and **Angular**
- Create and update **SOPs** and **documentation**

Systems Administrator
Koutsiolis Asterios, **2006 – 2013**

- Update and maintain Linux servers
    - openSUSE, debian
- Network monitoring, maintaining
    - iftop, iperf
    - nmap, nc
- Automation development
    - backup process, rsync,
    - use chocolatey to install packages
- Develop bash /batch /python scripts
    - find updates, get external ip, reset windows update
- Software and Hardware maintenance

CERTIFICATIONS / SEMINARS

Negotiations and Conflict Management
Athens University of Business and Economics, **2024**

- Starting the negotiation
- Negotiation planning and preparation
- Basic negotiating tactics and countermeasures
- Sources of conflict, consequences and ways of management
- Managing difficult workplace discussions
- Managing team conflicts and building alliances
- Negotiating in an intercultural environment
- Dispute resolution & negotiations in virtual environments

ITIL 4 Foundation Certification, mitsm.de, **2024**

- Service management concepts
- Service value system
- Guiding principles
- Service Value Chain
- ITIL practices

Personnel Performance Evaluation
Applied Professional Training, **2022**

Management and Leadership Skills
Athens University of Business and Economics, **2022**

Coaching with experiential exercises
Applied Professional Training, **2020**

MCTS: Windows 7 Configuring,
systemplus.gr, **2017**

MCTS: Hyper-V,
systemplus.gr, **2017**

EDUCATION

IT Engineering Diploma, Computer Software Engineering
Public Institute of Vocational Training, 2010 – 2012

- Programming Languages (Pascal, c, c++)
- Web development & design (HTML, PHP)
- Databases (MS SQL Server, MySQL, PostgreSQL)
- Software Engineering (UML, Project Management)
- Networks (Cisco Packet Tracer)
- THESIS (Arduino, Alarm Management System)

Army Obligations: fulfilled