

Anastasios Psarris

Junior NOC Engineer / IT Operations Support

Athens, Greece | Remote

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PROFESSIONAL SUMMARY

Entry-level NOC / IT Operations Engineer with strong interest in Security Operations, alert triage, log analysis, and incident handling. Familiar with Linux systems, networking fundamentals, monitoring basics, and DNS services through professional experience and personal home lab projects. Motivated to grow in security monitoring, network operations, and 24/7 infrastructure support roles.

SKILLS

Networking & Protocols: TCP/IP, DNS, NAT, VLANs, Network issue identification and basic troubleshooting

Operating Systems: Linux (Ubuntu), basic system administration, Service status checks and log inspection

Monitoring & Operations: Basic service monitoring and alert handling, Issue triage, incident documentation, and escalation, Log analysis and troubleshooting

Tools & Platforms: Cloudflare (DNS, Tunnels), CRM / ticketing systems

Scripting & Utilities: Bash (basic), Git

EXPERIENCE

Technical Service & Customer Support Consultant

Kotsovolos - In-Store | Athens, Greece

11/2025 - Present

- Performed initial incident intake, issue triage, and documentation through ticketing systems
- Categorized and escalated technical incidents following internal procedures
- Supported service continuity by ensuring accurate issue handover to technical teams
- Worked within structured workflows aligned with operational support processes

IT Support Intern (Internship)

Kotsovolos - Store IT / Service Support | Athens, Greece

05/2025 - 10/2025

- Assisted with IT operations and basic infrastructure support tasks
- Supported troubleshooting of hardware, software, and network connectivity issues
- Gained exposure to incident handling and IT support workflows

Sales Consultant

Kotsovolos | Athens & Heraklion, Crete

07/2023 - 04/2025

- Worked in KPI-driven environments requiring accuracy, documentation, and customer communication

PROJECTS / HOMELAB

Personal Homelab & Infrastructure Projects

- Dockerized services on Linux
- DNS & secure access with Cloudflare
- Basic monitoring & troubleshooting

EDUCATION

BSc in Computer Engineering (Network Engineering track)

Awaiting Graduation

Hellenic Mediterranean University (former TEI of Crete)