

Anastasios Psarris

Junior DevOps / Cloud Support Engineer

Athens, Greece | Remote

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PROFESSIONAL SUMMARY

Entry-level DevOps / Cloud Support Engineer with a background in Network Engineering and hands-on experience managing Linux systems and containerized services through personal home lab projects. Familiar with Docker, Docker Compose, DNS, and Cloudflare. Motivated to grow in cloud infrastructure and DevOps operations within production environments.

SKILLS

Operating Systems: Linux (Ubuntu), basic system administration, service management

Containers & Virtualization: Docker, Docker Compose, containerized services

Networking: TCP/IP, DNS, NAT, VLANs, Linux networking tools (ip, ss, netstat)

Cloud & Platforms: Cloudflare (DNS, Tunnels, secure access), Familiarity with AWS / Azure core concepts

Monitoring & Troubleshooting: Log analysis, basic service monitoring, Issue triage and incident troubleshooting

Scripting & Tools: Bash (basic scripting), Git

EXPERIENCE

Technical Service & Customer Support Consultant

Kotsovolos - In-Store | Athens, Greece

11/2025 - Present

- Handled technical issue intake and initial triage through CRM systems
- Documented incidents and customer-reported technical problems for escalation
- Followed structured service workflows and internal procedures
- Collaborated with technical teams to ensure accurate issue resolution

IT Support Intern (Internship)

Kotsovolos - Store IT / Service Support | Athens, Greece

05/2025 - 10/2025

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

Sales Consultant

Kotsovolos | Athens & Heraklion, Crete

07/2023 - 04/2025

- Advised customers on consumer technology products and supported end-to-end sales and after-sales processes based on their needs
- Gained experience in structured workflows, KPIs, and professional customer focused environments

PROJECTS / HOMELAB

Personal Homelab & Infrastructure Projects

- Deployed and managed containerized services using Docker and Docker Compose on Linux
- Configured DNS and secure remote access using Cloudflare (DNS, Tunnels)
- Performed basic service monitoring, log inspection, and troubleshooting
- Practiced infrastructure organization, service isolation, and configuration management

EDUCATION

BSc in Computer Engineering (Network Engineering track)

Awaiting Graduation

Hellenic Mediterranean University (former TEI of Crete)