



Andreas Boglou

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WORK EXPERIENCE

Vodafone

October 2017 — Today

Internet Solutions Specialist

Promoted to the position of Internet Solutions Specialist in Vodafone Shop Alexandroupolis after finishing the induction for Internet Solutions Specialist in Vodafone Northern Greece HQ in Thessaloniki.

Daily tasks include :

- Support for Android, iOS, Windows Phone, devices
- Troubleshooting the above devices onsite with or without an appointment
- Setting up new devices
- Educating colleagues
- Arranging team meetings and organising presentations on new products and services
- Educating customers

Vodafone

September 2017 — October 2017

Sales Advisor

Sales Advisor, for Vodafone Shop Alexandroupolis, after successfully attending the Vodafone Sales Induction in Vodafone Northern Greece HQ in Thessaloniki.

Vodafone Shop Alexandroupolis is the 2nd largest Vodafone Shop in Greece.

Centre for social welfare of Region of Eastern Macedonia and Thrace

October 2016 — August 2017

IT Administrator

IT Administrator for the Centre for social welfare of Region of Eastern Macedonia and Thrace.

Providing everyday tech support for the Center's terminals and server.

Administrating and supervising the terminals of the Center and all 6 of its Departments (2 in Kavala, 2 in Drama, 1 in Xanthi and 1 in Komotini).

Web administrator of the Center's website (www.kkppamth.gr).

Media and Social Media Contact and Representative of the Center.

Freelancer

**September 2011 — September
2016**

Technical Consultant

Providing technical support (both software and hardware based) on PCs/Macs, smartphones and tablets. Setup and support of computer networks within the wider area of Evros County.

Technical Support of Apple products and education of the final user on them.

Alchemies Coffee Shop

Dec 2011 — Dec 2014

CEO - Owner

Starting my own business. CEO and General Manager of a medium size coffee shop in Alexandroupolis, Greece, named Alchemies. This business serves approximately 200 different people on any given day. The number of people that work here is currently 8

Erepublik Labs

November 2010 — April 2013

Senior Moderator

Senior Moderator on erepublik.com.

Made sure that players enjoyed a game free of clones/bots. Help desk support for tickets submitted by players. Always reached and exceeded the quota needed.

Evros Shipping Agency

May 2010 — September 2011

Technical Consultant, IT Manager and IT Support

Building and administrating the headquarters' network. Managing the email server. Building the company's website. Assembling new terminals upon request.

Evros Grain S.A

May 2008 — April 2010

Technical Consultant, IT Manager and IT Support

Building and administrating the headquarters' network. Managing the email server. Building the company's website. Assembling new terminals upon request.

Symantec

February 2008 — April 2008

Project Administrator

Project Administrator and Back-Office Support in Teleperformance, Greece for Symantec.

Hellenic Navy

February 2007 — February 2008

Radio Location Devices Electronic Technician

Served my term in Hellenic Navy. Upgraded to Petty Officer 3rd Class. IT Support in Fuel Management Office in Salamina Naval Station. IT Support in Centre of Automatisation of Naval Combat Systems

Apple

December 2005 — December 2006

AppleCare Trainer

AppleCare CPU & iPod Trainer for Tier-1 Agents, in Teleperformance, Greece, serving European customers. Coach and Team Leader for the same agents. The full training courses, as well as coaching and team-leading was in English.

Apple

October 2005 — December 2005

AppleCare Representative

AppleCare Tier 1 Representative, in Teleperformance, Greece, serving UK and Irish, Apple Customers.

PUBLICATIONS / CONFERENCES

Participant of joint conference of TEI of Piraeus along with University of Craiova, featuring the handling of labs and classed using internet without the physical presence of an instructor (learning from distance method), using an IP – remote controlled camera.

EDUCATION

Apple Product Professional **January 2015 — December 2015**

Apple Inc.

Reached the Apple Product Professional status by the 3rd of January.

Apple Product Professional **January 2014 — December 2014**

Apple Inc.

1st scorer in Greece for 2014.

Constantly in the Top 50 scorers worldwide, with more than 30.000 points

Bachelors Degree on Electronic Computing Systems **February 2001 — September 2005**

School of IT Applications T.E.I of Piraeus

Thesis **April 2005 — September 2005**

School of IT Applications T.E.I of Piraeus

Design and publication of a website featuring cultural, social, demographic and economical information on the Prefecture of Evros (Greece). The design of the website was entirely made using Adobe Flash.

High School Graduate **— June 2000**

3rd High School of Alexandroupolis, Greece

SKILLS

Software & OS :

High level of expertise:

- MS Word, Excel, PowerPoint
- MS Windows
- Mac OS X
- iWork & iLife Suites
- Linux
- Cpanel & Plesk Administration
- Google Apps Administration
- iOS
- Android

Intermediate :

- SQL management
- C / C++
- PHP
- HTML
- Adobe Photoshop

Hardware

- Mac hardware repair (PPC)
- Mac hardware repair (Intel)

- iPhone Tear-down
- PC hardware Repair
- Networking

INTERESTS

Constantly testing new betas for Mac OS X and iOS. Member of Apple Developer Community. Registered as Apple iOS Developer

REFERENCES

References available upon request.