

Curriculum Vitae (CV)

ΓΛΕΤΖΑΚΟΣ ΔΗΜΟΣ / GLETZAKOS DIMOS
Date of birth: 12/06/1994, Athens Greece
Personal Data

	www.gletzakos.gr	 Dimos Gletzakos
		+306988765814 info@gletzakos.gr dimosgletz@gmail.com



EDUCATION

March 2021	Master Degree (MSc) of the Department of Informatics & Computer Engineering in Computer Science & Engineering of University of West Attica (Specialty of Communication Networks and Distributed Systems)
May 2019	Bachelor Degree (BSc) of Automation Engineering at Piraeus University of Applied Sciences (former University of West Attica)
September 2017 to January 2018	Participation in program of Erasmus+ in Madrid, Spain and studies in department «Ingeniería Electronica Industrial y Automatica» of Escuela Técnica Superior de Ingeniería y Diseño Industrial at Universidad Politécnica de Madrid
2009 - 2012	School Certificate / Diploma of Support Systems, Applications and Networks (Sector: Computer Engineering, Grade: 17,6)
2009 - 2012	School Certificate of Professional High School (Grade: 17,1)

FOREIGN LANGUAGES

Certificate of English Language (Level C1 Advanced T.I.E.)

Certificate of Spanish Language (Level B1 KPG)

Advanced Skills of Spanish Language (Level B2)

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WORKING ACTIVITY	
09/2024 to Nowadays	I.T. Support Engineer at ITN Networks Responsibilities / Occupation: 3CX Communication - Cloud PBX - IT Support – Security Applications - Cloud Solutions – Virtualization - Unified Communications - CCTV & Alarm Systems – Proactive Monitoring - Digital Transformation
04/2023 to 08/2024	I.T. Support Engineer at Grecotel S.A. Responsibilities / Occupation: a) Responsible as an IT Engineer for the hotels "The Dolli at Acropolis" and "Grecotel Pallas Athena" with a focus on Backend – Frontend Systems & Operation. Management of communications with suppliers. b) IT Engineer at the company's central offices, involved in managing computer systems, along with providing technical support for all IT matters to users. Installation of software, servers, network configurations. Solutions and services for data backup. Hardware diagnostics and computer configurations. Management of contacts and communications with equipment suppliers.
09/2022 to 04/2023	Intermediate IT Engineer in enLogic Managing the computer and server systems of clients, along with technical support of all IT matters. Installation of software, servers, network setups. Data backup solutions and services. Hardware diagnostics and computer configurations
11/2021 to 09/2022	Private at the Research and Informatics Directorate, serving at the Hellenic Army Research and Technology Center (Specialty: Programmer)
06/2022 to 07/2022	Sales Consultant of Electrical Products in V. KAFKAS S.A. (Store: Glyfada)
09/2020 to 07/2021	Technician – Service Administrator in Public / Retail World S.A. (Store: Nea Smyrni)
10/2019 to 8/2020	Sales Consultant in Dixons South East Europe AEVE – Kotsovolos (Store: Glyfada)

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1/2019 to 5/2019	Educational Practice as a Technician/Service Administrator in Dixons South East Europe AEVE – Kotsovolos (Store: Glyfada City Plaza)
10/2018 to 11/2018	Educational Practice in IT department of MF Oikonomotexniki Seminars S.A.
7/2013 to 8/2019	Continuous Seasonal Activity as a member of Children - Seaside Camp Ksegniasto Melissi E.P.E.

AUTHORING ACTIVITY

<p> «Study of techniques for safety of physical level for applications 5G-IoT and implementation of scenario of attack with the use of mechanical studying», D. Gletzakos, March 2021 Master Diplomatic thesis of the Department of Informatics & Computer Engineering at University of West Attica. Link: https://polynoe.lib.uniwa.gr/xmlui/handle/11400/327</p>
<p> «Appointment management system (Php-Html-Data Base)», D. Gletzakos, December 2016 Diplomatic thesis of the Department of Automation Engineering at Piraeus University of Applied Sciences. Link: http://okeanis.lib.puas.gr/xmlui/handle/123456789/3150</p>

KNOWLEDGE ABOUT I.T. / COMPUTERS / AUTOMATION

ICT Intermediate C (Presentations-Databases-General Use of PC & File Management) of ICT Europe College
ICT Intermediate A (Word Processing-Spreadsheets-Internet Services) of ICT Europe College
<ul style="list-style-type: none">• Programming Languages: Python, C++, Visual Basic, Turbo Pascal, Assembly• Operation Systems: Windows, Unix, Linux, MS-DOS• Web Design: PHP, HTML• Content Management Systems: WordPress, Joomla• Database Management Systems: MySQL, phpMyAdmin• Applications / Programs: Matlab, AutoCAD, NI Multisim, NI LabVIEW, Sketch Up• Microcontrollers: Arduino, 8051• Microsoft Office (Word, Excel, PowerPoint, Access, Outlook)• ERP Systems: SAP, Vortex• Computing Hardware, Software, Network, Repair

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ADDITIONAL INFORMATION

- ✓ **Reference Letters** Available from Employees / Professors / Others
- ✓ European Driving License Holder (Category: B)
- ✓ Military Services Completed
- ✓ **Certificate of Work Experience** as an Automation Engineer for 321 days from the **Hellenic Army Research and Technology Center** (K.E.T.E.S.) under the auspices of the **Ministry of National Defense** of the Hellenic Republic
- ✓ **Letter of Recommendation / Certificate** from the Deputy Commander of the **Hellenic Army Research and Technology Center** (K.E.T.E.S.) Lt. Col. (Research-Information) **Almali Nikolaou**
- ✓ **Letter of Recommendation / Certificate** from the Head of I.T. department of the **Hellenic Army Research and Technology Center** (K.E.T.E.S.) **Tsoromokou Christou**
- ✓ **Letter of Recommendation / Certificate** from the Construction Director of the **Hellenic Army Research and Technology Center** (K.E.T.E.S.) and Ph.D. Engineer of the **National Technical University of Athens** (E.M.P.) **Dr. Michael Georgiou**

SEMINARS – MEETINGS - CONFERENCES

- 24/10/2024 - Seminar of the National Emergency Aid Center under the auspices of the Ministry Health of Greece
TITLE: "Emergency Situations, Initial Assessment – Management: First Aid"
- 10/03/2021 – Seminar of the Education Festival 2021 under the auspices of Mediterranean College
TITLE: "Cybersecurity in Critical Infrastructures: Intrusion Traps"
- 21/03/2015 – 3rd Scientific Meeting of the Association Engineering Automation of Engineering Alumni TEI Chalkidas , Co-Organizer : UTECO ABBE TITLE: « PLC & SCADA »
- 18/03/2015 - Scientific Meeting of Piraeus University of Applied Sciences Organizer : Athens Medical Group with rapporteur C. Constantinidis (Professor of Surgery Ohio University, USA) TITLE: « Robotic Surgery »
- 30/05/2014 - Seminar of Xinis Education Festival 2014 Sector: Computer Science
TITLE: « WordPress & Content Management System »

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23/05/2014 – Seminar of Xinis Education Festival 2014 Sector : Computer Science TITLE : « Security and Cryptography »
21/05/2014 – Seminar of Xinis Education Festival 2014 Sector : Computer Science TITLE : « Forensic Data from Sensors Intelligent Phones »
19/05/2014 - Seminar of Xinis Education Festival 2014 Sector : Computer Science TITLE : « Technical Network Security »
20/10/2013 – Meeting with subject « New Trends in Industrial Automation » Organizer : Association Engineering Automation of Engineering Alumni TEI Chalkidas
15/05/2013 – Seminar of Xinis Education Festival 2013 with rapporteurs Microsoft Hellas-Technical Evangelists-Windows Phone Sector: Computer Science TITLE : « Windows 8 & Windows Phone for the construction of applications »
6-7/12/2012 – 2ND SENS-ERA WORKSHOP on « ADVANCED SENSOR SYSTEMS » of Piraeus University of Applied Sciences