

# KONSTANTINOS LYVERAS

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## SUMMARY

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IT and Software Development professional with experience in IT support, Microsoft 365 administration, and custom application development. Skilled in C, C++, C#, Java, Python, HTML, CSS, SQL, PHP, Power Platform, and networking (CCNA). Strong problem-solving, teamwork, and adaptability, seeking opportunities in IT operations, system administration, or software engineering.

## EDUCATION

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### Diploma – Software Development and Applications / Web and Video Game Design

IEK Omiros

### Diploma – Computer Technician

DIEK Haidari

Relevant coursework: Programming, Software Engineering

## TECHNICAL SKILLS

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**Programming:** C, C#, C++, Java, Python, HTML5/CSS, JavaScript, SQL(Postgres), PHP, Bash

**Certifications:** CCNA: Enterprise Networking, Security and Automation, Android Development (Android Studio)

**Cybersecurity:** Introduction to Cybersecurity (Cisco)

## PROFESSIONAL EXPERIENCE

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### Lamda Development, Greece: Service Delivery Associate

April 2025 –

- Provide 1st level IT support to over X users (local & remote) across corporate infrastructure, handling incidents related to hardware (PCs, printers, scanners, mobile devices) and software (Windows, MS Office, MS 365 suite, etc.)
- Use ME Service Desk to log, track, and escalate incidents and service requests in accordance with internal ITILbased procedures
- Configure and deploy new user workstations, mobile phones, and accessories according to company IT policies, maintaining accurate IT asset inventory using asset management tools
- Monitor corporate IT infrastructure and coordinate with 2nd-level support and vendors to ensure service availability and incident resolution
- Support user accounts and group policies through Active Directory, including user provisioning and access rights
- Maintain effective communication with both technical and non-technical users throughout the incident lifecycle
- Contribute to regular inventory and audit reporting for hardware and software assets
- Troubleshoot and support Windows 10/11, iOS, MS Teams, SharePoint, Outlook, and other M365 technologies

### Media Time IKE, Greece: IT Support Technician

June 2023 – Mar 2025

- Providing IT support for a media company, ensuring the smooth operation of broadcasting systems, networks, and IT infrastructure. Responsibilities include troubleshooting hardware and software issues, managing Microsoft 365 accounts, maintaining security protocols, and supporting end-users with technical issues.

### Hellenic Navy, Greece: Electronics & Automation Technician

Nov 2020 – Mar 2022

- Maintained and repaired electronic and communication systems in a military environment. Duties included diagnosing technical faults, ensuring operational readiness of critical systems, and performing preventive maintenance on naval equipment. Worked under high-pressure conditions, following strict protocols to ensure efficiency and security.

**Public, Greece: IT Technician****June 2020 – Nov 2020**

- Provided technical support for a major electronics retail chain, assisting customers with IT-related issues, product setup, and troubleshooting. Responsible for diagnosing and repairing hardware/software problems, managing warranty claims, and configuring new devices for customers

**OTE, Greece: Computer & Network Technician (Intern)****Nov 2020 – Mar 2022**

- Installed, configured, and maintained network infrastructure for Greece's leading telecommunications provider. Supported enterprise and residential customers with internet, VoIP, and networking issues, ensuring minimal downtime and optimal performance. Conducted troubleshooting, testing, and upgrades for networking hardware.

**ACADEMIC PROJECTS**

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Python – Password Manager

C++ - Battleship Game, Card Game

C# - Ping Pong, Traffic Light

Java / Android Studio – Employee Salary Calculator