Vasileios Karagiannis

IT & Network Infrastructure Technician

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Summary

Early-career IT and network infrastructure technician with hands-on experience supporting production telecommunications environments, troubleshooting network and equipment issues, and configuring multi-vendor hardware. Strong foundation in TCP/IP networking, Windows systems, Microsoft 365, and virtualization, complemented by practical experience in infrastructure deployments, incident management, and technical documentation. Experienced in customer-facing technical support and coordinating issue resolution with NOC and engineering teams, with a strong interest in continued development across IT infrastructure and networking technologies.

Skills

Networking & Telecommunications: TCP/IP • IPv4/IPv6 • VLANs • Ethernet • LAN/WAN • DNS • DHCP • NAT • Routing & Switching Fundamentals • FTTH/FTTx • 5G FWA • VoBB • LLU
IT Support & Microsoft Environment: Windows • Microsoft 365 (Outlook, Teams, OneDrive, SharePoint) • PC/Laptop Setup • Hardware & Software Troubleshooting • Driver & Peripheral Configuration • Printer Support • Backup & Recovery
Network Equipment & Diagnostics: Cisco Equipment Exposure • MikroTik CHR • Huawei • Multi-Vendor Routers & Switches • ONTs/CPE • TR-069/ACS • Fiber Splicing • OTDR • Optical Power Meter • Copper Testing • UTP/RJ45
Virtualization & Security: VMware • Microsoft Hyper-V • Virtual Machines • Virtual Switches & Adapters • NAT/Bridged/Internal Networking • Windows Defender Firewall • Firewall Rule Configuration • VPN Configuration • BitLocker
Technical Operations: Incident Management • Fault Isolation • NOC Coordination • Service Restoration • Technical Documentation • Ticket Management • IFS FSM • Oracle Siebel • ITSM Processes

Languages

- **Greek** — Native
- **English** — Proficient (C2)

Professional Experience

Customer Experience Technician Intern
COSMOTE Technical Services (CTS) | OTE Group
08/2025 – 01/2026 | Trikala, Greece

- Provided first-line technical support across FTTH, 5G FWA, VoBB, and LLU environments, diagnosing Layer 1–3 network, connectivity, and equipment issues through structured troubleshooting.
- Installed, configured, provisioned, and troubleshot multi-vendor routers, switches, ONTs, gateways, and CPE, performing LAN/WAN configuration, connectivity checks, and remote provisioning through TR-069/ACS.
- Contributed to 500+ FTTH service activations and restorations, performing fiber splicing, OTDR and optical power measurements, copper testing, and end-to-end service validation.
- Supported infrastructure deployments, service migrations, and equipment replacements across residential and business environments, performing configuration checks and post-deployment troubleshooting.
- Investigated and documented technical incidents, work orders, equipment configurations, and service outcomes through IFS FSM and Oracle Siebel, coordinating with customers, NOC, and technical support teams.
- Assisted in resolving network incidents affecting 100+ customers, contributing to a 15% reduction in Mean Time to Repair (MTTR) through structured fault isolation and technical coordination.

Education

Vocational Diploma (EQF Level 5) — Computer Applications Technician
Thessalian Institute of Vocational Training (IEK Giatsos)
09/2023 – 06/2025 | Trikala, Greece
Relevant Coursework: Data Communications • Network Fundamentals • Operating Systems • Computer Architecture • Databases • Internet Application Development

Projects

Personal IT & Virtualization Lab

- Built and configured virtualized environments using Microsoft Hyper-V and VMware, provisioning virtual machines, configuring CPU, memory, storage, virtual switches, and network adapters, and managing checkpoints and snapshots.
- Configured NAT, bridged, and internal virtual networks, using MikroTik CHR and virtual networking environments to practice connectivity troubleshooting, routing and switching fundamentals, and basic firewall configuration.

Multi-Technology Access Network Lab
COSMOTE Technical Services (CTS) | OTE Group

- Contributed to the implementation of an internal technical laboratory integrating FTTH, 5G FWA, and copper broadband infrastructure, configuring routers, ONTs, and network access equipment.
- Performed connectivity and throughput validation, investigated configuration and communication faults, and documented troubleshooting procedures for technical training and knowledge sharing.