



Dimitrios Pytharidis

Nationality: Cypriot **Date of birth:** 13/07/1996 **Place of birth:** Limassol, Cyprus

Gender: Male **Phone:** ☎ (+357) 96343052 (Mobile) ✉ **Email address:**

d.pytharidis@icloud.com  **LinkedIn:**

www.linkedin.com/in/dimitris-pitharidis-96a613153

ABOUT MYSELF

I am a results-driven IT professional with strong expertise in Cloud Architecture, Cloud Security, and Cybersecurity. I hold a BSc in Computer Science, graduating top of my class in 2021, and have earned multiple industry certifications, including three Microsoft Certified Solutions Expert (MCSE) credentials. Combining the mindset of a Cloud Architect with extensive hands-on experience as an IT Security, Systems, Network, and Cloud Engineer, designing, building, and securing scalable, resilient, and high-performing hybrid and cloud-native environments that solve real business challenges. I am a dependable team player who performs well under pressure and in complex situations. Currently, I am expanding my expertise as a Cloud Architect, with a strong focus on cybersecurity, and I am actively pursuing the ISC² CISSP certification. I am committed to continuous learning and professional development, including ongoing German language studies.

WORK EXPERIENCE

Matworks Ltd. - Cyprus, Limassol

Cloud Solutions Architect and Technical Account Manager

[09/2024 - Current]

- Successfully leading IT strategy and cloud architecture for 5 major enterprise clients, including one in the financial/legal sector, providing complete A-to-Z IT services
- Acting as a single point of contact for technical account management, ensuring all clients' infrastructure, support, and evolving needs are met with high SLA compliance
- Designing and implementing scalable hybrid and full-cloud infrastructure leveraging Microsoft Azure, AWS, and Google Cloud with focus on cost-efficiency and security
- Overseeing full-cycle IT operations for key clients, including proactive monitoring, incident response, reporting, and lifecycle management of IT assets and services - Producing and maintaining comprehensive HLD and LLD documentation to communicate and standardize IT architecture across internal and client teams
- Consulting directly with executives and IT stakeholders of client organizations to propose improvements, upgrades, and disaster recovery planning
- Delivering tailored solutions to critical business needs, integrating enterprise cloud technologies, security best practices, and regulatory compliance
- Managing technical escalations with precision, achieving a high level of customer satisfaction and zero downtime across critical business functions

Amdocs Ltd. - Cyprus, Limassol

Software Support Specialist

[08/2023 - 08/2024]

- Acting as a pivotal member of the Software Support team, leveraging expertise in DevOps methodologies and cloud engineering on Microsoft Azure to ensure seamless deployment and operation of mission-critical applications
- Providing proficient Level 3 and Level 4 support, resolving complex technical issues efficiently and effectively, maintaining high availability and performance for enterprise telco providers
- Implementing and optimize Jenkins and JFrog Artifactory to establish a comprehensive image pipeline, facilitating continuous integration and delivery (CI/CD) processes, streamlining software deployment and updates

- Working in automation procedures in the Microsoft Azure, including ARM Templates, infrastructure as code deployments, high level monitoring and alerting to proactively support and protect all surrounding systems using top-notch and enterprise grade systems
- Collaborating closely with development teams to automate software build, test and deployment of processes, ensuring rapid and reliable delivery of software releases
- Utilizing enterprise-grade tools and best practices to monitor, troubleshoot and optimize application performance, proactively identifying and addressing potential bottlenecks or issues
- Architecting, configuring and maintaining robust and scalable infrastructure on Microsoft Azure, employing industry-leading practices for security and compliance
- Design and implement disaster recovery strategies and contingency plans to mitigate risks and ensure business continuity for telco services operating at scale
- Working with Azure Kubernetes for container solutions and Azure Container Registry to store container images, ensuring efficient management and deployment of containerized applications

Matworks Ltd. - Cyprus, Limassol

Cloud Solutions Architect

[10/2022 - 07/2023]

- Main role of architecting company and customers' cloud solutions and maintaining cloud infrastructure with the latest security industry standards, in regards of user data, endpoints, networks and assets. Directly reporting to the CTO of the company
- Key project lead role in deciding with what products we or the end-customer will proceed in various cloud or systems solutions, calculating budgeting and giving out expected time of delivery and possible affected points
- Able to construct diagrams of High Level (HLD) and Low Level (LLD), showing the proper design of Cloud Solutions or IT Solutions in general
- Migration of on-premise or hybrid cloud infrastructure to fully cloud infrastructure and vice versa or migration between cloud providers (Google Cloud, AWS, Microsoft Azure etc)
- Implementation of hybrid cloud architectures between on-premises networks with Cloud Solutions
- Hands on experience in the information security sector as part of application, network, endpoint, cloud, systems and user security, that compliments the full design of a well architected IT Solution
- Deployment and maintenance of SIEM (Security information and event management) systems as part of cloud or on prem infrastructures' monitoring offering real time visibility, alerting and finding gaps and weaknesses as a result
- Some of the responsibilities that I was assigned as an IT Systems Administrator are present on this role

Matworks Ltd. - Cyprus, Limassol

IT Systems Administrator

[30/09/2020 - 30/09/2022]

- Responsible of taking quick decisions, in order to avoid business failure and protect core and customer company assets, in times of system failures or any other related events, having always ready a BCP in hand
- Optimizing and scaling of core and customer resources to ensure that costs are kept minimal while ensuring better performance, reliability and security
- Supporting and maintaining of core and multiple customer physical (offices, devices) and virtual infrastructures (VMware virtual infrastructure, Office365 admin centres, Azure and customer data) in terms of security, performance, management and billing
- Migration of critical business apps and VMs from on premises infrastructure to Office365 and Azure (physical and VMware to Azure Virtual machines as IaaS and to Azure App Service and Azure SQL DB as PaaS), as well as data (file servers to Azure file shares and blobs), with no business impact or downtime, having always a rollback solution in case something goes wrong
- First line of customer support ensuring customer positive feedback and satisfaction, when having technical issues, maintaining and administering ticketing system and handling customer requests in a proper and timely

manner as well as proposing technical solutions to meet new business needs when required

- Administrating of VMware Vcenter and Microsoft Hyper-V Servers, setting up VMs (of all operating systems kinds), performing migration across ESXI servers/Vcenter Servers for core and customer workloads to ensure smooth business operations - Administration of backups of VMware Vcenter and Hyper-V infrastructure using Veeam Backup and Azure infrastructure using Azure Backup in order to have a redundant infrastructure in case of system failures
- Migrating of customer and core business identities by implementing hybrid identities (Active Directory with Azure AD Connect, migration from on premises Exchange to Exchange Online, migration of Skype for Business to Microsoft Teams)
- Implementing and administering of Microsoft Intune and modern workspace (Windows, Android, IOS, MacOS enrolment and management as corporate devices) for core and customer devices for a more efficient work experience while being out of office
- Monitoring of core and customer physical and virtual infrastructure, setting up alerting and improving systems for better responsiveness to avoid system failures
- Hands on experience with Amazon Web Services (AWS) EC2, RDS, DMS and networking.
- Hands on experience to make a business more robust in terms of data integrity and security, to become ISO27001 certified

Matworks Ltd. - Cyprus, Limassol

Junior IT Administrator

[10/2018 - 10/2020]

- Working with a small group of talented IT individuals, maintaining multiple customers and end-users, with a number of more than 500 in terms of corporate accounts, emails, virtual and physical infrastructure and security
- Responsible for end-user setup being first line in support, with very high rate of customer satisfaction in terms of resolving any technical queries they faced
- Laptop and workstation setup and maintenance, as well as physical and virtual infrastructure monitoring
- Performing System Administrator of core and customer infrastructure for administrating and performing tasks in environments such as Microsoft Active Directory, Group Policy, Exchange, DNS, DHCP, WSUS, WSFC, Skype for Business, Terminal Services, Office365, Azure, VMware Vcenter
- Daily monitoring and reporting of any issues, using tools such as Veeam One, Solarwinds NPM, Site24, PRTG, and planned maintenance for Windows and other OS Updates and Patches/Fixes

Impact Tech Ltd. - Cyprus, Limassol

Junior IT Technician

[06/2018 - 09/2018]

- Performing user administrator for all the employees of the company
- Setting up work stations for all upcoming employees
- Working with VOIP Systems, Switches, Routers and network cabling
- Office 365 administering and troubleshooting
- Monitoring for any technical issues
- Troubleshooting end-users with very high success rates
- Developing even further as an IT and raising my social skills

EDUCATION & TRAINING

BSc in Computer Science

Cyprus College [09/2016 - 05/2021]

City: Limassol | **Country:** Cyprus

Website: <https://cycollege.ac.cy/en/>

Higher Diploma in Information Technology

Cyprus College [09/2016 - 09/2018]

City: Limassol | **Country:** Cyprus

Website: <https://cycollege.ac.cy/en/>

Apolytirion in Exact Sciences

High School of Polemi [09/2012 - 09/2014]

City: Paphos | **Country:** Cyprus

LANGUAGE SKILLS

Mother tongue(s): Greek

English

LISTENING: C2 **READING:** C2 **WRITING:** C2

SPOKEN PRODUCTION: C2

SPOKEN INTERACTION: C2

German

LISTENING: A1 **READING:** A1 **WRITING:** A1

SPOKEN PRODUCTION: A1

SPOKEN INTERACTION: A1

KEY ACHIEVEMENTS

Personal achievements in education and professional career

- Graduating as top in my class in my university years, both in my Higher Diploma and Bachelor Degree
- In my IT career, was a key member in my team and was trusted to travel multiple times to one of Europe's biggest datacentres among a few other people and setup our core and customer physical infrastructure, which consisted of cabinets with server, storage and network hardware
- I have been working with various client companies such as banks, financial institutions, PSPs, Telco, ISPs, Forex and also other small, medium and enterprise grade businesses, always providing the best possible service outcome and satisfaction to the end customer
- Helped my team in achieving a Gold Microsoft partnership
- Got several Microsoft certifications (10+ certifications and multiple assessments), MCSE/MCSA certified as well as Amazon Web Services (AWS), Google Cloud (GCP), Cloudflare, Veeam, Mikrotik, and CP-DOF certifications
- Key project lead in delivering high level activities that were business critical for core and customer resources
- Got to work with a broad variety of technologies from various vendors, covering hardware, software, server, networking, virtualization, cloud and security, including but not limited to: Microsoft stack in all its variety, HP/HPE, AWS, Linux (various distros), MSSQL, Mysql, Apache, Dell, SuperMicro, Checkpoint, Proofpoint, Cisco, Palo Alto, Mikrotik, Yealink, Polycom, Cloudflare, Google Enterprise (Google Cloud), Apple (consumer and business), Solarwinds, VEEAM, VMware, Netwrix, PRTG, Lansweeper, Kemp, Zoom, RDM, Jira Servicedesk (Atlassian), Exclaimer, Manage Engine Stack, Adobe Enterprise, ESET, Acronis and many more
- Veeam Certified Sales and Technical Sales Professional in many products of Veeam's Backup & Replication Suite (on premise and cloud infrastructure) as I got a better understanding of them and wanted to have the knowledge to properly present them to an end-customer

IT & OTHER PROFESSIONAL CERTIFICATIONS

Current Certifications

Microsoft Certified:

- Cybersecurity Architect Expert
- Azure Solutions Architect Expert

- Enterprise Administrator Architect Expert
- Network Engineer Associate
- Security Engineer Associate
- Azure Administrator Associate
- Teams Administrator Associate

Amazon Web Services (AWS) Certified:

- Cloud Practitioner

Google Cloud (GCP) Certified:

- Associate Cloud Engineer

Cloudflare Certified:

- Accredited Configuration Engineer (ACE)
- Accredited Services Architect (ASA)

Mikrotik Certified:

- Network Associate (MTCNA)

CP-DOF Certified:

- Certified Professional - Devops Foundation

Veeam Certified:

- Technical Sales Professional (Cloud Service Provider, Container Protection, Microsoft 365 Protection, Public Cloud, Ransomware & DR)
- Sales Professional (Cloud Service Provider, Container Protection, Microsoft 365 Protection, Public Cloud, Ransomware & DR)