

KONSTANTINOS SIGALAS

IT Systems & Network Engineer · CCNA · MSc

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PROFESSIONAL SUMMARY

IT Systems & Network Engineer with 15+ years of hands-on experience supporting enterprise IT infrastructure, networks and unified communications for large organizations. Currently responsible for the full IT environment of ~500 users at the Viohalco Group (Marousi campus), spanning servers, networking, telephony and end-user support. Cisco CCNA certified with an MSc in Digital Communications & Networks and a strong track record in Microsoft 365, Windows Server, virtualization and structured cabling. Known for methodical troubleshooting, reliable delivery and clean, well-documented solutions.

CORE SKILLS

Cloud & M365: Microsoft 365 Admin, Azure Fundamentals

Servers & OS: Windows Server 2016/2022, Win 10/11, Linux, macOS

Databases: MS SQL 2017/2019/2022 Administration

Backup & Security: Symantec Backup Exec, Norton Security

Unified Comms: IP Telephony, Asterisk, Call Centers

Networking: Cisco Routers/Switches, VoIP, WiFi

Virtualization: VMware vSphere (Install/Config/Manage)

Infrastructure: Structured Cabling, Fiber Optics, Racks

Applications: MS Office/Project, Photoshop, Qlik Sense

MPS / Print: uniFLOW, YSOFT print management

PROFESSIONAL EXPERIENCE

IT Systems Engineer

Jan 2020 – Present

Viohalco Group of Companies — Marousi, Athens

- **Provide IT support for** ~500 users across 7 buildings on the Marousi campus, managing laptops, MFPs, telephony and mobile devices.
- **Maintain and administer** networks, servers and data-centre racks, sustaining >99% uptime of core business systems.
- **Handle** end-to-end troubleshooting of hardware, connectivity, Microsoft 365 and user-account issues, resolving ~40–60 tickets/week.
- **Support** Windows Server, VMware virtualization and backup operations to ensure business continuity.

Unified Communications Engineer / Consultant

May 2018 – Dec 2019

COMSYS S.A. — Kifisia, Athens

- **Designed, installed and parametrized** Unified Communication and automatic outbound-dialing platforms for ~54 contact/call centers serving 5,000+ agents.
- **Provided** technical consulting and post-installation support to enterprise clients.

Software Consultant & Product Specialist

May 2016 – May 2018

CPI S.A. — Tavros, Athens

- **Monitored** a fleet of ~5,500 MFPs via remote diagnostics, enabling proactive maintenance and full device control.
- **Deployed and supported** YSOFT print management (MPS) for intelligent control and analysis of print/copy processes.
- **Presented and supported** QNAP storage, Kodak professional scanners and interactive whiteboards.

Software Consultant

Jun 2012 – Feb 2016

INTERSYS S.A. — Markopoulo, Attica

- **Provided technical support for** uniFLOW print management (MPS) across ~80 customers and Therefore document management across 4 customers.
- **Monitored** a fleet of ~10,000 Canon MFPs via remote diagnostics, ensuring proactive maintenance and full device control.

VoIP Network Technician

Apr 2011 – Sep 2011

3NET Communications S.A. — Athens (Project Contract)

- **Installed** VoIP infrastructure at Panteion University and provided technical support.
- **Built, assembled and programmed** telephone exchanges using Asterisk.

IT Support — Systems & Network

Jun 2008 – Sep 2010

DATABANK S.A. — Athens

- **Managed** backups for 15 servers using Symantec Backup Exec, plus Norton Internet Security across the organization.
- **Tested, repaired and maintained** information systems, networks and passive equipment (PCs, cabling).
- **Designed and supervised the development of** an IVR system (Genex).

Network Technician — Structured Wiring & Call Centers

Nov 2007 – May 2008

O.T.E. S.A. — Kallithea, Athens (Internship)

- **Built client networks and installed** structured cabling (Cat 5e / fiber optics) for 10 client sites; trained in telephone-exchange programming.

EDUCATION

MSc — Digital Communications & Networks (2013)

University of Piraeus

Thesis: "Energy Efficient Resource Allocation in Mobile Communications".

BSc — Teleinformatics & Management (2008)

Technological Educational Institute of Epirus

Thesis: "Transaction Security on the Internet".

CERTIFICATIONS & TRAINING

- Cisco Certified Network Associate — Routing & Switching (CCNA), 2014
- Microsoft Azure Fundamentals · Microsoft 365 Administrator · Managing Modern Desktop (2020–2023)
- VMware vSphere: Install, Configure, Manage [V7]
- Microsoft SQL 2017: Administering a SQL Database Infrastructure (2018)
- Qlik: Deploy and Administer Qlik Sense
- English — Certificate of Competency in English (University of Michigan)