

DIMITRIS GALATSANOS

IT SYSTEMS ENGINEER | IT AUTOMATION | INFRASTRUCTURE OPERATIONS

Nea Moudania, Greece

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PROFESSIONAL SUMMARY

IT systems and automation professional with more than 20 years of technology experience, including leadership of IT operations in high-availability hospitality environments. Hands-on experience with PowerShell, Python, Windows Server, Microsoft 365 administration, Zabbix monitoring, network operations, proactive alerting, incident response and root-cause analysis. Proven ability to design and deploy automation and monitoring tools, resolve complex infrastructure issues, create technical documentation and coordinate internal teams and external providers. Combines systems administration expertise with software development experience in Python, JavaScript, React, Firebase, SQLite and API integration. Professional working proficiency in English.

TECHNICAL SKILLS

Automation and Scripting: PowerShell, Python, IT process automation, operational scripting, API integration, alerting workflows

Systems Administration: Windows Server, Microsoft 365 tenant administration, Windows endpoints, account and access administration, security and compliance fundamentals

Monitoring and Operations: Zabbix, proactive monitoring, availability checks, structured logging, SMTP alerting, Microsoft Teams and Power Automate notifications, incident response

Networking and Infrastructure: TCP/IP, VLANs, VoIP, LAN/WAN troubleshooting, network switches, Aruba Central, wireless access points, printers and telephony

Software Development: Python, JavaScript, React.js, Firebase, Firestore, Firebase Hosting, SQLite, Tailwind CSS, Gemini API

Professional Strengths: Root-cause analysis, technical documentation, stakeholder communication, vendor coordination, leadership, continuous improvement

PROFESSIONAL EXPERIENCE

IT Manager | Sani/Ikos Group

Jan 2024 - Present

Greece

- Lead day-to-day IT operations and infrastructure support in a high-availability hospitality environment, maintaining continuity for business-critical and guest-facing technology services.
- Administer Windows Server and Microsoft 365 environments, user access, endpoints, printers, telephony, network devices and operational applications.
- Develop and deploy PowerShell and Python automations for recurring administrative checks, monitoring, notifications and operational workflows.
- Implemented proactive monitoring and alerting using Zabbix and a custom Python solution with multithreading, SQLite persistence, structured logging, SMTP alerts and Microsoft Teams notifications through Power Automate.
- Perform root-cause analysis across switching, VLAN assignments, Aruba wireless infrastructure, VoIP, WAN and ISP connectivity, printers, telephony, property systems and third-party platforms.
- Coordinate incident response with business departments, central IT teams, service providers and vendors, while maintaining clear technical documentation and restoration updates.
- Supported IT readiness and opening operations for Ikos Kissamos, including infrastructure, network, endpoint, telephony, printing and application support.

IT Support Specialist | Sani/Ikos Group

Mar 2023 - Dec 2023

Greece

- Provided onsite and remote technical support for Windows endpoints, Microsoft 365, user access, printers, telephony, network connectivity and line-of-business applications.
- Diagnosed and resolved escalated Wi-Fi, switching, VLAN, VoIP and peripheral incidents, coordinating external escalation when required.
- Documented repeatable fixes and troubleshooting procedures to improve service consistency and accelerate future incident resolution.
- Worked directly with operational teams to translate business-impacting issues into clear technical actions and timely service restoration.

ADDITIONAL LEADERSHIP AND TECHNICAL EXPERIENCE

Founder and General Manager | Scriptly.gr

Apr 2025 - Present

Greece

- Lead the design and delivery of custom web products and automation-focused solutions using React, JavaScript, Python, Firebase and third-party API integrations.
- Translate operational requirements into maintainable technical solutions, coordinate development priorities and oversee deployment and ongoing platform support.

Founder, Editor and Platform Administrator | Respawn.gr / Joystickgr

Jan 2019 - Present

Greece

- Founded and manage an independent Greek gaming publication, now operating as Respawn.gr, while overseeing editorial direction, technical operations and contributor coordination.
- Administer a custom React frontend and custom CMS with PWA functionality, coordinating deployments, content workflows, access, issue resolution and ongoing platform improvements.

SELECTED TECHNICAL PROJECTS

Python Network Monitoring and Alerting Platform | PingOS

Independent Project

- Built a multithreaded Python application that monitors endpoint availability and latency, stores results in SQLite and produces structured operational logs.
- Integrated SMTP and Microsoft Teams alerting through Power Automate to provide proactive visibility into outages and service degradation.
- Designed the tool around practical infrastructure operations, repeatable checks and faster incident response.

Interactive Python Learning Platform | LearnPython.gr

Independent Project

- Designed and launched a free bilingual learning platform using Python, React, Firebase, Firestore, Firebase Hosting and Tailwind CSS.
- Integrated the Gemini API for a personalized learning assistant and implemented an in-browser SQLite editor for immediate code execution.
- Own the product lifecycle from technical architecture and implementation to deployment, maintenance and continuous improvement.

EDUCATION

Hellenic Open University | Undergraduate Studies in Computer Engineering, commenced Oct 2022

CERTIFICATIONS

- MS-102: Configure Your Microsoft 365 Tenant
- Manage Your Microsoft 365 Tenant
- Microsoft Security, Compliance, and Identity Fundamentals: Security, Compliance, and Identity Concepts
- Microsoft Security, Compliance, and Identity Fundamentals: Microsoft Security Solutions
- Python Essentials 1

LANGUAGES

Greek: Native | **English:** Professional working proficiency