

# Alexander Artemiou

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## SUMMARY

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Dynamic IT Support Engineer with 7 years of comprehensive experience, adept in system administration and technical support across Fortune 500 companies. Proven track record of exceeding SLA requirements, crafting custom scripts for workflow optimization, and expertly managing server infrastructure. Demonstrates exceptional customer service, problem-solving skills, and technical prowess, particularly in WordPress, Linux, and AWS environments. Committed to enhancing system performance and security, ensuring customer satisfaction and operational efficiency.

## WORK EXPERIENCE

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### GoDaddy

Charlotte, NC

*System Admin III*

*Mar 2022 - Feb 2024*

- Demonstrated exceptional commitment by working over 100+ weekends and holidays, ensuring critical business objectives were met on time
- Elevated customer experience by initiating real-time support on Slack and live chat, reducing response time by 40%
- Automated recurring tasks with custom scripts, saving the team 200+ hours annually and boosting output efficiency
- Optimized WordPress performance for 100+ clients, resolving critical issues and advising on strategies to improve site longevity

### Oderland Webshotell AB

Gothenburg, VG

*Tech Admin*

*Jan 2017 - Mar 2022*

- Enhanced customer experience by providing timely, empathetic support across tickets, phone, and live chats, fostering a 15% increase in loyalty metrics
- Drove customer satisfaction by effectively solving key technical problems, achieving a 95% success rate in issue resolution and retention
- Comprehensively managed server infrastructure to optimize system performance.
- Identified and mitigated 100+ IT vulnerabilities, reinforcing system stability and security, and preventing potential data breaches

## EDUCATION

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Jensen Education | Gothenburg

*Oct 2014*

Programming

## SKILLS

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- AWS
- Documentation review
- Jenkins
- Communication skills
- Bash
- Ubuntu
- Customer service
- Scripting
- Linux-Apache-MySQL-PHP Stack
- Project Management
- Swedish
- MySQL
- PHP
- Ansible
- English
- Time management
- Linux
- WordPress