Alexander Sofianos

IT-Support / Linux (Target) • Customer Support (DE, current) • Finance: Equity Research / Valuation

Location: Nea Makri (GR) • Regular stays: Pfaffenhofen a.d. Ilm (DE) • Target region: Munich & surroundings • Work model: Mostly remote; hybrid by arrangement (up to 3–4 office days/month)

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Citizenship: EU (Greece) • Authorized to work in Germany

PROFILE

IT support–oriented professional with hands-on Linux practice (Ubuntu daily driver, troubleshooting, backup/restore) and current experience in German-language customer support at Booking.com (via TTEC).

Additional finance background (equity research / valuation). Seeking IT-related roles (Support / Operations / Junior Administrator) in Germany — pragmatic, reliable and clear communicator.

CORE SKILLS
- Linux/Support: Ubuntu, troubleshooting, end-user/system support
- Virtualization: KVM/libvirt (hands-on)
- Containers/Automation: Kubernetes, Docker, Ansible, container networking (home lab / portfolio)
- Backup/Security: rsync, gocryptfs, rclone
- Finance: equity research, company valuation (DCF/WACC), financial modelling
- Communication: DE/EN/GR, phone & ticket systems, documentation

RELEVANT EXPERIENCE
Since 07/2022 — Guest Support (DE) – Booking.com (TTEC)

- Phone and written support for guests (DE/EN) regarding reservations, payments, cancellations, check-in/check-out, complaints and account topics
- Payment & security cases (e.g., phishing / suspected account takeover), plausibility checks of payment evidence/charges; escalation per process

- Coordination with accommodations/partners for reservation-related exceptions; accurate documentation

2005 – present — IT Consulting (self-employed/freelance, Greece; occasional since 07/2022) — Support / Operations

- Setup/maintenance of systems (Linux/Windows), fault finding, clear user documentation
- Encryption / backup safety (gocryptfs/rsync)
- Kubernetes/Docker/Ansible (home lab): 3-node cluster (Ubuntu/KVM), private Docker registry as a pod, automation via Ansible
- SSH / ports / container hands-on practice

08/2000 – 02/2005 — Equity Analyst — Attica Hermes Securities (Athens)

- Equity research, valuation (Discounted Cash Flow (DCF), Weighted Average Cost of Capital (WACC), multiples), scenario analysis
- Forecasting models, research reports, team collaboration

EDUCATION & TRAINING

07/1998 — Bachelor of Arts (First Class Honours), International Business – University of Hertfordshire
Recent training (excerpt): Linux seminar; relevant online training — see attachment "Education.pdf"

REFERENCES

Employment/insurance confirmation and further references: see attachment "References.pdf"

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