



PANAGIOTIS BALTAS

Doubtful Receivables Administrator @ PPC S.A. |
Collections Management

SKILLS

Languages:

Greek

English

Software

Photoshop

Illustrator

Lightroom

PowerBi

Excel

Computer language

SQL

HTML

CSS

C, C++

JavaScript

Personal

Leadership

Multitask

Time Management

Communication

Creative

CONTACT ME

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Website

pbtech.gr

INTERESTS



TRAVEL



PIANO



FISHING



ABOUT ME

Technical support Account Manager with more than 6 years of experience in the telecommunications industry. Time management and scheduling skills. Possession of good team spirit in a demanding environment under pressure. Excellent knowledge of managing small, large and multiple teams as well as succession KPIs.

Experience of working to tight deadlines, meeting targets and SLAs. Ability to manage large volumes of data.

Self-motivation, adaptability, willingness to evolve and continuous personal development.

Proficient in website development and graphic design having over 10 years of experience.

EMPLOYEMENT HISTORY

PPC

Sept 2023 - Present DOUBTFUL RECEIVABLES ADMINISTRATOR

- Doubtful Receivables
- Credit and Collections Management
- Accounts Receivable Department
- Database Management
- Management, development, processing, control, and monitoring of customer files and debts
- Management of legal documents
- Drafting of reports to upper management
- Gathering various information from external collaborating sources

NOVA

Jan 2023 - Sept 2023 TECHNICAL SUPPORT ACCOUNT MANAGER

- Monitoring and guidance performance metrics (KPIs) for real-time performance
- Evaluation of employee performance and activity
- Guidance and supervision of team leaders and agents
- Improving practical skills and performance with suggestions
- Planning and scheduling call center shifts for optimal operation
- Analysis of statistical KPIs and data technical issues

Apr 2021 - Jan 2023 CONSUMER TECHNICAL SUPPORT TEAM LEADER

- Lead and mentor a team of 15 agents, communicating and adhering to new processes, policies, objectives and monitoring KPIs.
- Motivating staff to maximise productivity
- Training employees in processes, systems and communication skills
- Conducting team meetings
- Continuous communication between other departments
- Recommendations for solutions
- Reports with statistics to department superiors

Feb 2017 - Apr 2021 TECHNICAL SUPPORT REPRESENTATIVE

- Technical support and resolution of technical services (Voice, data, TV, mobile) - [24x7x365]
- 2nd level of technical support for retail and pay-TV customers on telephony services, Internet, Nova PayTV satellite services and additional applications (Novago, OTT, Novasports Online, Novaflix)
- Service requests by mail and from Nova stores
- Written communication (English & Greek) Technical development of the Zopim platform
- Declaration and monitoring of technical faults
- Complaints handling and escalation issues
- Activation inspection (initial inspection and wiring of VLU services)
- Communication with partners during appointment distance and store support
- MVNO (Mobile Virtual Network Operator)
- Communication skills
- Guidance and supervision of colleagues (Coaching)



PANAGIOTIS BALTAS

Tech Support Account Manager

EMPLOYEMENT HISTORY

PBTECH.GR

Apr 2020 - Present WEB DEVELOPER & DESIGNER

- Website-Eshop (creation and development of websites) Frontend & Backend Develop (HTML5, CSS, JavaScript, PHP, mySQL, Bootstrap)
- WordPress & Woocommerce
- Cpanel knowledge
- Browsing, testing, debugging
- Design (Photoshop, Lightroom, Illustrator)
- Additional Services:
 - Hardware-Software (computer/laptop repair and upgrade)
 - Networks (internet design and construction, household & corporate)

My Projects

pbtech.gr
roz-mari.gr
3d-fanela.pbtech.gr
PanosPibby.pbtech.gr
mvaccounting.gr

VOCATIONAL TRAINING INSTITUTE OF KERATSINI

Sep 2012 - Sep 2013 NETWORK ENGINEER

- Internship as a Computer Network Technician and secretarial support
- Local network maintenance
- Assembly, repair and technical inspection of PC
- Application and regional helpdesk
- Installation, maintenance and troubleshooting of MS Windows, Linux operating systems
- Computerization
- Secretarial support

EDUCATION

HELLENIC OPEN UNIVERSITY

Oct 2020 - Present COMPUTER SCIENCE

VOCATIONAL TRAINING INSTITUTE OF KERATSINI

Sep 2011 - Sep 2012 COMPUTER SYSTEMS NETWORKING AND TELECOMMUNICATIONS

VOCATIONAL HIGH SCHOOL

Sep 2010 - Jun 2011 SUPPORT FOR COMPUTER SYSTEMS, APPLICATIONS AND NETWORKS

LICENCE CERTIFICATIONS

WEB AND E-SHOP

Mar 2020 - Jun 2020 Credential ID 239740

CISCO NETWORKING ACADEMY

Feb 2021 - Mar 2021

- CCNAv7 - Bridging
- Entrepreneurship
- Introduction to Packet Tracer I & II
- Skills: Cisco Packet Tracer, IoT Simulation, Network Simulation

ADDITIONAL

- Advanced level in MS Excel, including PivotTables, VLOOKUP, INDEX/MATCH and Data Tables"
- Experience with capabilities to manage large volumes of data in an easy to read format, combining VBA automation codes (e.g. scheduling 400+ employee shifts with counters and easy individual and team management)
- CRM: Siebel 7, 15, Passport, Remedy, SAP, Zendesk, LivePerson
- Gather and interpret technical data for various stakeholders
- Automation for easier and time saving work
- Strong writing and verbal skills