



# Yannis Voyatzis

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## TECHNICAL SKILLS

### Systems:

- Virtualization
- Hyperconverged Storage
- GNU/Linux
- MariaDB / MySQL
- Microsoft SQL Server
- Disaster Recovery & Backup

### Security:

- CIS Systems Hardening
- Technical Security Controls
- Public Key Infrastructure
- Central Logging & SIEM
- File Integrity Monitoring
- Vulnerability Assessments

### Networking:

- VLANs
- BGP
- Subnetting

### Tools:

- Git
- Ansible
- Jira/Confluence
- Jenkins
- Veeam
- Microsoft 365
- Group Policies
- Active Directory

## PROFESSIONAL SUMMARY

Experienced IT and Cloud Engineer with 7+ years in secure, scalable infrastructure design. Skilled in project management, technical consulting, and compliance, with a focus on client satisfaction and efficiency.

## MANAGEMENT SKILLS

### Compliance:

- ISO 27001:2022
- ISO 9001
- PCI-DSS v4.0
- GDPR
- IS Policies and Procedures

### Project Management:

- Vendor/Supplier Management
- Contractor Management
- Task Oriented Approach

### Interpersonal Skills:

- Honesty & Integrity
- Formality & Professionalism
- Excellent written and verbal communication skills.

### Consulting:

- Technical Consulting
- High-Level Consulting
- Microsoft Licensing

## EXPERIENCE

### Senior Information Technology Engineer • Full Time

IBase.Tech • Galatsion, Attica, GR • April 2019 - Present

#### Responsibilities:

- Design and implement infrastructure solutions including Network Architecture, Server Clusters, Virtualization, Storage, Authentication and Authorization Systems, Disaster Recovery and Backup.
- Lead new infrastructure deployments from the design phase through to implementation.
- Implement security features such as VLANs, Security Groups, Enumerated Access, Multi-Factor Authentication, and Central Logging.
- Provide Level 3+ support for client issues.
- Manage the ticketing system workflow and organize the internal documentation database.
- Provide consulting services to clients, offering expert advice on infrastructure design, security, and best practices.

#### Achievements:

- ✓ Developed a standardized single sign-on and endpoint deployment solution, resulting in seamless user onboarding and a 40% reduction in end-user support tickets.
- ✓ Created a comprehensive documentation database with client procedures and how-to articles, establishing a single point of truth for all IBase.Tech engineers.
- ✓ Configured a robust ticketing system for centrally managing client requests, significantly increasing client satisfaction.

### IT Manager • Part Time

KASTERVO LTD • Paralimni, Famagusta, CY • August 2018 - Present

#### Responsibilities:

- Designing, managing, and monitoring secure networks and systems.
- Leading business development efforts and overseeing the research and development of new products and technologies.
- Implementing and enforcing compliance policies and procedures.
- Managing relationships with vendors and suppliers, as well as ensuring project timelines are met.
- Conducting annual IT budget planning and execution.

#### Achievements:

- ✓ Implemented a robust billing system that automated invoicing, significantly improving cash flow.
- ✓ Led successful PCI-DSS compliance efforts, ensuring adherence to industry standards.
- ✓ Engineered a secure, high-availability cloud infrastructure that enhanced client availability, consistently meeting SLA targets and optimizing profitability.

## CERTIFICATIONS

- ✓ **Certified in Cybersecurity (CC)**  
Credential ID: 853192
- ✓ **Microsoft Certified: Azure Fundamentals**  
Credential ID: 989215973

## SIDE PROJECTS

### Home Lab 2024:

- ❖ Proxmox VE
- ❖ UniFi
- ❖ NGINX
- ❖ Kubernetes Cluster
- ❖ Pihole
- ❖ pfSense
- ❖ Active Directory