



# Alexandros Soteriou

Technical Support Engineer · Application & Platform  
Support API · Debugging · Systems Monitoring

**Portfolio:** [soteriou.dev](https://soteriou.dev)  
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**Location:** Frankfurt, Germany

## Work Experience

Mar 2025 - Mar 2026

### Playtech

Nicosia, Cyprus

#### Technical Support Specialist - Shift Leader

**Team Leadership:** Led a team of 10 Technical Support Officers, coordinating shift handovers and ensuring SLA compliance.  
**Process Design:** Authored 15+ SOPs and runbooks in Confluence, reducing L1 escalation volume by 50%.  
**Linux Tooling:** Used Bash scripting and Linux CLI tools for log triage, process monitoring, and shift automation.

Apr 2024 - Mar 2025

### Playtech

Nicosia, Cyprus  
Bremen, Germany

#### Customer Technical Support (L2) & Trainer

**Technical Mentorship:** Onboarded 10+ junior staff on incident response, cutting ramp-up time to 4 weeks.  
**System Monitoring:** Ran 24/7 PRTG monitoring across 20+ global systems, catching 99% of incidents before client impact.  
**Root Cause Analysis:** Queried SQL databases and Elasticsearch via Kibana/Grafana to trace complex bugs across distributed systems; wrote Bash one-liners for rapid log triage

Apr 2022 - Mar 2024

### Playtech

Nicosia, Cyprus

#### Customer Technical Support (L1)

**Technical Support:** Handled L1 support via live chat, email, and phone for global sportsbook operations across 30+ operator clients, resolving 220+ tickets per week.  
**Incident Management:** Owned full incident lifecycle in Jira/M365, hitting SLA on 100% of tickets.  
**Escalation:** Collaborated with L2/L3 teams to track and resolve complex issues.

Jan 2024 - Jan 2026

### E-Compvenience

Limassol, Cyprus

#### Application Support Engineer (Contract / Part-time)

**Platform Support:** Debugged WebGL/Three.js rendering issues and REST API integrations in a digital twin platform across Chrome, Edge, and Safari.  
**Data Analysis:** Analyzed LiDAR point cloud datasets in Python (NumPy, Open3D) to identify spatial data anomalies before client delivery.  
**Code Debugging:** Traced Three.js scene graph issues, shader compilation errors, and texture loading failures using browser DevTools and console logging documented findings with environment details and repro steps.  
**Version Control:** Managed issue tracking and collaborated via GitHub/GitLab across engineering teams; maintained structured bug reports with full reproduction steps for the dev team.

## Techstack

**IT Operations & Monitoring:** PRTG, Kibana, Grafana, RCA / Post-mortems, Runbooks, SLA/SLO management

**Networking & infrastructure:** Linux(Bash), TCP/IP, DNS, HTTP/HTTPS, SSH, Docker, AWS (basics), Kubernetes

**Debugging & APIs:** REST APIs, SQL, Postman, API debugging, Webhooks, OAuth / SSO, cURL, JSON / XML

**Development:** Python, Node.js, TypeScript, React, Next.js, Git / GitHub, CI/CD

**AI & Automation:** Claude, ChatGPT, Gemini, n8n, Cursor

**Platforms & tools:** Jira, Confluence, Zendesk, Microsoft 365, Supabase, Firebase, Vercel, Figma

## Courses

**2026:** Docker Fundamentals - Coursera

**2025:** Linux Fundamentals - The Linux Foundation

**2024:** The Odin Project - Fullstack Web Development

**2023:** JavaScript Mastery - Coursera

## Key Projects

### E-Compvenience (Digital Twin)

- LiDAR data, Python, REST APIs, Webhooks

### Parisa Jewellery ( E-Commerce )

- Astro.js, Supabase, Stripe, UI/UX, SEO

### Medical Study App (AI-powered)

- Claude, Anthropic API, Prompt Engineering

### Slotsplanet (Affiliated SaaS)

- Next.js, analytics, REST APIs

## Education

2019 - 2023

### European University Cyprus

Nicosia

#### BSc in Business Administration

Bachelor

Focus: Payment Solutions & Online Microtransactions

2015 - 2017

### Pancyprian Gymnasium

Nicosia

#### High School Diploma

Focus: Computer Science & Information Technology

## Languages

Greek - Native

English - Fluent

German - A2