

Dimitrios Ioannidis

BEng (Hons) Informatics Engineer | Data Science Specialist

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SUMMARY

Dynamic Software Developer and ERP Consultant with 2 years of experience in implementing and enhancing SoftOne ERP solutions, notably leading projects aligned with Greek compliance standards for over 200 businesses. Optimized data integration through custom API deployments, boosting operational efficiency and client satisfaction. Fluent in English, seeking opportunities to advance data-driven projects by leveraging skills in data analytics and software engineering.

EXPERIENCE

Software Developer / ERP Consultant

Onset Private Company

Information Systems and IT Consulting

November 2022 – June 2024, Serres, Greece

- Led the implementation of SoftOne ERP solutions for more than 200 business clients to meet the Ministry of Labor's Digital Work card compliance, impacting businesses across Greece.
- Developed and deployed custom API integrations using SoftOne's JavaScript web services to enable seamless data exchange with third-party systems.
- Integrated SoftOne with a mobile B2B app, improving data accessibility for external sales teams and enhancing operational efficiency.
- Designed and built an internal web interface to automate ticket assignment and track customer support time per operator, boosting transparency and workflow efficiency.
- Enhanced existing ERP applications by adding new features tailored to evolving client needs, resulting in higher user satisfaction and reduced manual work.

EDUCATION

Master of Science (MSc) in Data Science

Luleå University of Technology • Luleå, Sweden • September 2024 – June 2026

Dept. of Computer Science, Electrical and Space Engineering

- Completed all mandatory coursework (60 / 60 ECTS)
- Master's thesis: "Anomaly (fact-checking) detection of social media data in crisis management"
- Technical focus: Natural Language Processing, Text Mining, Machine Learning, Data Preprocessing & Visualization, Neural Networks

Bachelor's in Informatics Engineering (BSc)

International Hellenic University • Serres, Greece • September 2018 – November 2022

Dept. of Informatics, Computer & Telecommunications Engineering

- Grade: 8.03 "VERY GOOD" (240 ECTS)
- Thesis: "Analysis and parametrization of smart cities software"
- Thesis grade: 10 "EXCELLENT".

CERTIFICATIONS

SOFTONE ERP Consultant • Technical Level I

SoftOne S.A. • June 2023

- Provides a comprehensive understanding of the system architecture and hands-on experience with the configuration and customization of SoftOne ERP. Certified users can demonstrate their ability to tailor the platform to meet specific client requirements, making them immediately employable by SoftOne and its partners.

Certificate of Proficiency in English (C2)

University of Michigan • May 2022

SKILLS

- **Programming:** Python, SQL, HTML, CSS, JavaScript, PHP, FastAPI, Docker
- **Web Development:** Full-stack (HTML/CSS, JavaScript, jQuery, PHP)
- **Data Science:** Preprocessing, Machine Learning, Natural Language Processing, Visualization
- **BI & Databases:** Power BI, MySQL, PostgreSQL, MS SQL Server
- **APIs:** RESTful APIs, Web Services
- **Tools:** SoftOne ERP, Git, VS Code, Bitbucket, Confluence, Jira, GitHub, Freshdesk, MS Office (Word, Excel, PowerPoint)
- **Soft Skills:** Problem-solving, Teamwork, Adaptability, Time Management, Collaboration, Critical Thinking