

# ILIAS TZANIS

Igoumenitsa, 46100 | [iliastzanis1@gmail.com](mailto:iliastzanis1@gmail.com) | +30 6956001475

## SUMMARY

---

Software Engineer experienced in application development, scripting, and technical support. Currently working at Omilia developing software logic with JavaScript and automating deployment/testing workflows. Background includes real-time platform monitoring and managing high-priority production incidents during my time at European Dynamics. Holds an MSc in Big Data & Networked Systems.

## EXPERIENCE

---

### Omilia

**Remote**

*Software Engineer - Conversational AI Application Developer*

*March 2025 - Present*

- Design and implement IVR and conversational applications for enterprise clients using Omilia's OCP platform and configurable "miniapps" (JSON-based building blocks for entities, numbers, logic, and web services).
- Develop complex application logic and call flows in JavaScript, handling business rules, dialogue management, and error routing.
- Integrate external REST APIs, managing request/response mapping, data validation, and fallback behaviors.
- Write and maintain Bash scripts to automate routine deployment steps and environment configurations.
- Build and execute YAML based automated regression test suites aligned with CI/CD practices to ensure stable releases.
- Collaborate with clients and cross-functional teams to clarify requirements and deliver production-ready solutions.
- Provided on-site implementation support in Sydney (February 2026) for a public sector project, handling live testing, troubleshooting, and go-live support.

### European Dynamics

**Remote**

*IT Consultant & SL2 Support*

*June 2024 - February 2025*

- Handled L2 technical support for large-scale platforms, managing daily email queues and resolving incoming issues within target SLAs.
- Monitored system health and performance throughout the day using Grafana to immediately catch and track P1, P2, and P3 incidents.
- Analyzed application logs to pinpoint root causes, working closely with core developers and Business Analysts (BAs) to resolve complex technical issues.
- Managed incident lifecycles within ServiceNow, maintaining notes to speed up future support resolutions.

## **.COM Business Computing**

*Web Developer & Technician*

**Igoumenitsa, GR**

*March 2023 - April 2024*

- Managed and updated client websites on WordPress (themes, plugins, basic content and layout changes).
- Provided hardware and software support for local clients (OS installs, troubleshooting, basic networking), developing strong problem-solving and customer-facing skills.

## **EDUCATION**

---

### **Ionian University**

*MSc, Big Data & Networked Systems*

**Corfu, GR**

*Graduated February 2024*

- Thesis: Bitcoin Price Prediction Using Deep Learning (time-series forecasting using deep learning techniques).

### **Ionian University**

*BSc, Informatics*

**Corfu, GR**

*Graduated May 2022*

- Thesis: Mapography Mobile Crowdsensing Application Demo (mobile application prototype built during studies).

## **SKILLS**

---

**Programming & Scripting:** JavaScript, Python, Bash, HTML, CSS

**Engineering & Automation:** API integrations, automated regression testing, YAML test definitions, CI/CD-oriented workflows

**Conversational AI:** Omilia OCP Platform, IVR design, call-flow development, JSON configurations

**IT Operations & Support:** SL2 incident management, Grafana monitoring, ServiceNow, log analysis

**Web & CMS:** WordPress, WooCommerce, basic front-end (CSS/JS), Elementor and dashboard configuration

**Tools & Practices:** Git, GitHub, GitLab, Confluence, AI-assisted development (Cursor, Claude)

**Data & ML (Academic):** Deep learning, big data concepts, basic experience from MSc thesis work

**Languages:** Greek (Native), English (Professional), German