DIMITRIOS P. **BATSILIS**

BUSINESS SOLUTIONS ENGINEER

CONTACT

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PROFILE

As a Solutions Engineer, I bridge complex business needs with scalable technical solutions. I analyze problems, identify root causes, and develop innovative solutions for immediate and long-term goals. My broad technical skills allow me to work with various technologies and adapt to changing project requirements. I prioritize clear communication to keep stakeholders informed and aligned, translating technical concepts for non-technical audiences. I'm passionate about creating solutions that optimize workflows, enhance efficiency, and drive business growth.

SKILLS

Development
- ASP.NET Core
- C#
- HTML
- CSS
- JavaScript
- SQL

Business Intelligence & Analytics
- Power BI
- Business Analytics
- ETL (Extract, Transform, Load)
- SSIS & SSAS

Technical & Administration
- CMS (WordPress, Shopify etc.)
- API – ERP/CRM Integrations
- Ticketing Management Systems (Gemini, Asana)
- Data Integration & Extraction

EXPERIENCE

Internal Solutions Engineer at **EPSILON NET SA**
Jan 2025-present
- *Currently developing a customer support ticketing management system using **ASP.NET MVC Core** with C#.*
- Developed and optimized SQL queries for **ETL (Extract, Transform, Load) processes**, integrating data from disparate sources into a **SQL Server data warehouse** to support business intelligence initiatives.
- Administered the **TMS system (Countersoft Gemini)**, ensuring smooth operation and user access.
- Developed **Power BI dashboards** to visualize key performance indicators and provide data-driven insights.

ERP Senior Consultant at **EPSILON NET SA**
Apr 2022-Dec 2024
- Provided comprehensive **customer support** and communication, resolving technical issues and ensuring client satisfaction.
- Managed and maintained **ERP platforms**, ensuring system stability and optimal performance.
- Debugged software applications, identifying and **resolving critical issues** to minimize downtime.
- Developed JavaScript code for **custom integrations and enhancements**.

- Problem Solving & Debugging
- Solutions Design & Architecture
- Process Analysis

EDUCATION

International Un. Of Thessaloniki
2013-present
BA in Computer Science and Information Technology

- Developed **SQL queries** for data retrieval, analysis, and reporting.
- Administered the **TMS system (Countersoft Gemini)**, ensuring smooth operation and user access.

Customer Support Specialist at **3ds.gr | Digital Agency**
Aug 2021-Mar 2022 (6mo Internship)
- Provided comprehensive **customer support** and communication, resolving technical issues and ensuring client satisfaction.
- Developed and debugged **WordPress and Joomla websites**, customizing themes, plugins, and functionality to meet client requirements and **improve user experience**.
- Designed and developed high-converting landing pages for marketing campaigns.
- Developed **custom websites** using HTML, CSS, JavaScript and PHP to meet client specifications and business objectives.

Customer Support Specialist at **MLS Innovation SA**
2018-2019
- Customer Support & Communication
- Retail Sales

Customer Support Specialist at **Vodafone Hellas**
2017-2018
- Customer Support & Communication
- Retail Sales

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Business Solutions Engineer
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