Giagkidis Dimitrios

System & Network Administrator | Cybersecurity Specialist (Offensive & Defensive)
Thessaloniki, Greece | Dimitrios.Giagkidis@proton.me

Professional Summary

I've been working in IT Operations for over 10 years, starting from Help Desk and Operational Support, moving up to System and Network Administration across enterprise environments. Over the past 3 years, my primary focus has shifted solidly toward cybersecurity, Threat Detection, and Incident Response.

Working for years with Windows Server, Active Directory, Exchange, and cloud infrastructure gave me a deep understanding of how systems normally behave. That operational foundation is what drives my approach to security today—allowing me not just to look at an alert, but to understand whether the underlying activity actually makes sense in context.

To sharpen my defensive and offensive skills, I've completed the Hack The Box CPTS and CDSA paths, alongside hands-on lab investigations covering DFIR, SOC operations, and malware analysis. I document my findings through my personal Hugo-based walkthrough site.

For investigations, I rely on tools like Microsoft Defender XDR, Microsoft Sentinel (KQL), Wireshark, Sysinternals, Volatility, and Eric Zimmerman tools. I am looking to bring this combined foundation of deep IT operations and focused cybersecurity experience into dedicated Blue Team, Threat Detection, or Incident Response roles.

Technical Skills

- **Threat Detection & SecOps:** Microsoft Defender XDR, Microsoft Sentinel, Kusto Query Language (KQL), SIEM Operations, Threat Hunting, Incident Response.
- **Digital Forensics & Analysis (DFIR):** Wireshark, Volatility, Eric Zimmerman Tools, Sysinternals Suite, Log & Event Analysis.
- **Infrastructure & Virtualization:** Hyper-V, VMware, Server Administration (2012-2022), Backup & Recovery Systems, Server Management.
- **Cloud & Identity:** Microsoft Azure / Entra ID, Office 365 Administration, Intune, SCCM, Active Directory.
- **Networking:** Network Engineering, Cisco Routing & Switching, LAN/WAN, Advanced Troubleshooting, Firewall Security.
- **Security Tools & Testing:** Splunk, ELK Stack, Security Onion, Burp Suite, Nmap, Metasploit, BloodHound.

Cybersecurity Projects (Hands-on Training)

Hack The Box - Certified Penetration Testing Specialist (CPTS Path)

- Specialized in Active Directory exploitation, Web Application security, and Windows/Linux Privilege Escalation.
  - https://academy.hackthebox.com/achievement/787704/path/16
- Conducted structured vulnerability assessments and technical reporting.
  - https://labs.hackthebox.com/achievement/badge/1483103/214
  - https://labs.hackthebox.com/achievement/badge/1483103/215
  - https://labs.hackthebox.com/achievement/badge/1483103/235

Hack The Box - Certified Defensive Security Analyst (CDSA Path)

- Focused on SIEM analysis (ELK/Splunk), Traffic Analysis (PCAP), and Incident Response within enterprise networks.
  - https://academy.hackthebox.com/achievement/787704/path/390
- Trained in proactive Threat Hunting and detection engineering.
  - https://labs.hackthebox.com/achievement/badge/1483103/244

Professional Experience

System and Network Administrator | DEMO Pharmaceuticals S.A.

Thessaloniki, Greece | Jun 2022 – Present (4 yrs 5 mos)

- Lead administrator for server and network infrastructure in a high-compliance pharmaceutical environment.
- Implemented and monitored **Backup & Recovery systems** to ensure data integrity and business continuity.
- Executed **Vulnerability Management** tasks and strengthened **Network Security** protocols.
- Optimized software performance and performed advanced troubleshooting across the enterprise stack.

IT Operational Support Specialist | MYTILINEOS S.A.

Thessaloniki, Greece | 2020-02 – 2022-05

- Provided global-scale technical support for 5,000+ end-users via enterprise ticketing systems, maintaining high service availability and resolution standards.
- Administered core Microsoft & Cloud infrastructure, including Office 365, Azure, Entra ID, Intune, SCCM, Active Directory, and Microsoft Exchange.
- Supported Cisco networking hardware, LAN/WAN routing, and basic network troubleshooting across distributed operational environments.
- Applied critical thinking and root-cause analysis to break down complex technical faults, evaluate potential solutions, and implement effective fixes.
- Actively addressed user concerns, resolved escalated incidents promptly, and collaborated with senior engineering teams to improve operational workflows.

System Administrator | Ellinair S.A.

Thessaloniki, Greece | 2016-04 – 2020-02

- SolidknowledgeofExchangeserveroperationandmaintenanceprocedures,ElastixVoiceCenter,
- nstallingandconfiguringcomputerhardwareoperatingsystemsandapplications
- Monitoringandmaintainingcomputersystemsandnetworks
- Troubleshootingsystemandnetworkproblemsanddiagnosingandsolvinghardwareorsoftwarefaults

Earlier Experience:

- **IT System Administrator** | Municipality of Lagadas (2015)
- **Service Desk Manager** | OTE (Hellenic Telecommunications Org) (2014)

Education & Certifications

Vocational Training Diploma (EQF Level 5)

SAEK (IEK) Lagadas | *Computer Systems Networking and Telecommunications*

Professional Certifications

- **CCNA Routing and Switching** | INFOLAB Enterprise Training
- **HTB Certified Penetration Testing Specialist (CPTS)** | Completed Path
- **HTB Certified Defensive Security Analyst (CDSA)** | Completed Path
- **ECDL (ACTA) Computer Science** | Aristotle University of Thessaloniki (AUTH)
