

Kyriakos Modestou

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PROFESSIONAL SUMMARY

IT support and operations professional with experience in compliance analyst, customer support, and hands-on technical work. Around 10 years of side experience in PC building, repairs, maintenance, troubleshooting, formatting, and small network setups.

CORE SKILLS

- | | | |
|----------------------------------|--------------------------|---------------------------------|
| • IT support and troubleshooting | • PC building and repair | • Hardware diagnostics |
| • Windows support | • Android support | • Any Desk remote support |
| • VMware, Oracle VirtualBox | • Networking | • NAS / FTP / Samba / DDNS |
| • Zendesk and CRM tools | • Microsoft 365 | • Google Docs / documentation |
| • KYC verification support | • CMS tools | • Quality-focused hardware work |

WORK EXPERIENCE

Trust & Safety, Compliance Analyst | [Aylo](#)

Apr 2023 - Present

- Handle trust and safety and compliance-related work in a high-volume digital environment.
- Use CRM Zendesk, internal CMS tools, and documentation platforms to manage over 1,000 tickets, review cases, update records, and support daily workflows.
- Use Microsoft 365 applications including Excel, Word, Outlook, and OneNote, as well as Google Docs, as part of daily work.
- Apply hands-on knowledge of KYC and identity verification processes through internal tools while maintaining confidentiality, accuracy, and quality standards.

Barista / Community Manager | [INSPOT](#)

2022 - 2023

- Worked in a fast-paced customer-facing environment while also helping with electronic devices when needed.
- Served more than 100 customers daily while maintaining strong communication, teamwork, and customer service standards.

Technical Support | [Bionic](#)

2017 - 2018

- Assisted customers with hardware and software issues during internship experience in technical support.
- Diagnosed and resolved hardware and software faults, supported repairs, and provided timely customer-facing technical assistance in a fast-paced service environment.
- Performed PC troubleshooting and assembly for custom builds and carried out routine maintenance on UPS units and networked printers to ensure reliable operation.

ADDITIONAL TECHNICAL EXPERIENCE

- Around 10 years of hands-on side experience through personal projects and independent technical work.
- Built custom PCs and carried out repairs, maintenance, upgrades, formatting, deep cleaning, and troubleshooting for desktops, laptops, gaming consoles, smartphones, and peripherals.
- Repaired or serviced 100+ devices including keyboards, mice, controllers, PCs, laptops, consoles, and smartphones.
- Built and maintained a personal mesh network with multiple mesh points, NAS support, FTP and Samba access, and private DDNS configuration.
- Used Any Desk for remote support and VMware for sandboxing and testing purposes.
- Worked with high quality standards, strong attention to detail, careful cable management, and tidy device finishing.
- Average turnaround was around 3–5 days for maintenance work, while custom PC builds were usually completed within 1–2 weeks depending on parts availability and supplier delays.

EDUCATION

Information Communication Technology Cyprus College	2019 - 2021
IT Essentials Cisco Networking Academy	2020 - 2021
Technical School Makarios G', Cyprus School Website	2015 - 2018
ECDL Courses	2010 - 2012

LANGUAGES

Greek: Native
English: IGCSE