

Petros Amoiridis - CURRICULUM VITAE

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Links

- <https://github.com/petros>
- <https://www.linkedin.com/in/petrolidas>
- <https://twitter.com/amiridis>
- <https://petros.blog>

Careers

I spent 25 years on 3 distinct roles and I have all 3 in my heart.

- Software Writer (*known as Developer/Engineer*) (60%)
- Support Human (*known as Support Agent*) (25%)
- People Listener (*known as People Manager*) (15%)

Work timeline

A quick way to see what I've been up to since I first started working professionally.

1998 — 8 years as a Developer & Team Leader at [Logismos](#)

2006 — 2 years as a Freelancer

2007 — 3 years as the Director of Software Development at [ITS](#)

2010 — 9 years in Technical Support, a People Manager & Director of Support Engineering at [GitHub](#)

2019 — 1 year as the co-founder of [HeavyMelon](#)

2020 — 2 years at [GitBook](#), as Head of Support

2023 — 6 month contract at [Zed Industries](#), as a Rust Software Engineer

2023 — currently an indie developer and consultant

Skill highlights

Support (technical & enterprise customers), management (people & project), leadership, coaching, mentoring, teaching, freelancing, MIS/Oracle OLAP, programming (Ruby/Rails/Delphi/C#/PL/SQL/Rust), building teams and companies.

Former employers

- [Logismos](#) (8 years)
- [ITS](#) (3 years)
- [GitHub](#) (9 years)
- [GitBook](#) (2 years)
- [Zed Industries](#) (6 months)

Happy to ask for references

Detailed work experience

Amignosis 2023-current: Making games and apps, little stars. Following my dream to go back to my original passion, being a full time programmer and creator.

Zed Industries 2023 (6 month contract): My ex-GitHub colleagues and friends are building Zed, a programmer's editor that's super fast. Build in Rust. They supported my decision to switch my career back to being a full time programmer, and allowed me to ride along for a few months. Learning Rust, and be less rusty after a 12 years of not programming for a living.

GitBook 2020-2022: Head of Support. I helped grow and lead the Support team. I was also part of the leadership team and helped the company adopt practices that I have found useful over the years in my experience. A lot of advice on how to run fully remote companies, for example, and how to manage remote distributed teams.

HeavyMelon 2019-2020: Co-founded the company. A calm, bootstrapped company that builds software for humans. We built a simple and affordable helpdesk SaaS called Supportress for small SaaS companies. Based on the ideals of the internal support tool I helped build at GitHub and which was used for at least 7 years before switching to an external tool.

GitHub 2018-2019: Director of Support Engineering, a team I had created for tackling difficult engineering problems that affected GitHub customers and handling escalations.

2015-2018: Managing a team for 10+ people, hiring, coaching, performance reviews, feedback, one-on-ones, project management.

2010-2015: Technical support to our .com customer base, GitHub Jobs support, coding internal tools, writing internal and external documentation, handled more than 50000 customer cases/tickets, Escalation point for difficult tickets.

ITS 2007-2010: Built the software development department from scratch, introduced bug tracking, continuous integration, version control, TDD practices et cetera, helped hire more than 4 developers (interviews, salary negotiation), lead the department, developed Windows mobile and desktop applications using .NET C# hitting MS SQL Server, Oracle, and SQLite databases, provided technical support and consulting services to our customers.

Freelancing 2006-2008: I had my own personal business, working as a freelancer, providing custom software development, technical support and consulting to my customers.

Logismos 1998-2006: **As a developer** I was a member of a team of 4 programmers that developed MIS application (OLAP) for our customers, Oracle PL/SQL APIs for third party integrations with our ERP, DLLs to connect external devices to our software, developed a CRM application, custom applications for our ERP customers using Delphi/Oracle PL/SQL, developed a food delivery call center application using C#. **As a team leader** I got accustomed to working under tight schedules. I was the team leader of a team of two/three programmers for 3 years. **As a support person** I would visit customer on site (or on the phone), and provide both technical support, on site development, and consulting services.

Notable applications developed or contributed to

Rust - **Zed**, a programmers's editor that's blazingly fast, and will disrupt how programmers collaborate and discuss code changes. Made numerous contributions while learning Rust.

Ruby/Rails/PostgreSQL - **Supportress**, a SaaS helpdesk written in the so called boring Rails stack: Rails, Turbolinks, Stimulus, TailwindCSS.

Ruby/Rails/MySQL - **Halp**, A custom customer support system developed internally for GitHub.

C#/.NET Compact/MS SQL Server - **Mobile**, Written mainly mobile applications on .NET Compact Framework.

Ruby/Rails/MySQL - **CSA Extranet**, A web application to support a service provider. It supports customers, work commands, products, spare parts, appointments. It enables the company to track customers and work commands, to communicate with partners and work providers.

C#/.NET - **Beauty**, A beautiful application to support the operations of a beauty center. Among other things it supports customer tracking, synthesis of beauty treatments, scheduling and tracking the progress of the treatments.

C#/.NET/Oracle - **Medishop**, An innovative application to support purchase, sales and inventory control of medicine for a pharmaceutical warehouse.

*Delphi/Oracle - **Pick***, A great application to track the LOT numbers of products as well as the distribution of refrigerators all over Greece for a big refreshment drink producer.

*Delphi/Oracle - **Scripter***, A powerful utility that executes scripts written in a proprietary text format in order to automatically install application schema in an Oracle database. It has a wizard like interface, lets you connect to a database and install only the scripts that should run in order to bring the database to the correct version. Lets you see the errors if they occur and take action. You can even correct the errors and continue from there on.

*Delphi/Oracle - **Customer***, A CRM application.

*Delphi - **LogCash***, A DLL that can be used to control a STAR cash machine. The DLL was used in an integration project for the entrances of the International Fair of Thessaloniki (HELEXPO).

*Oracle Express/PL/SQL/Delphi - **Istos***, An OLAP application written using Oracle Express, Oracle, PL/SQL, Delphi. The data warehouse was filled with data from Logismos ERP system.

*Delphi - **ZTrans***, A compiler for Z that produced SML. A console application for DOS written in Delphi 3.

Academic qualifications & publications

*1998-2000: **M.Sc. in Information Systems***, University of Sheffield (CITY Liberal Studies affiliated Institution)

*1995-1998: **B.Sc. (Honors) in Computer Science – Class I***, University of Sheffield (CITY Liberal Studies affiliated Institution)

Publication

*26/08/1999: **7th Hellenic Conference on Informatics***, 26 – 29 August 1999, University of Ioannina Computer Science Department, Theory & Algorithms, B.Sc. Thesis: “ZTrans: A Semi-Automatic Translator from Z to SML”

Community

Since 2011: **thessrb**, Thessaloniki Ruby Meetup – Co-founded and organized the local Ruby community in Thessaloniki.