

Rafael Orfanou

 rafaelorfanou.xyz

 rafaelorfanou@gmail.com

PROFILE

Experienced technical support specialist with 6 years in the gaming industry, now transitioning into software development. Strong track record of leading technical projects and improving user experiences. Passionate about building efficient, scalable applications and expanding my skills across the development stack.

WORK EXPERIENCE

IT Admin

Alchemy Markets

 Feb 2025 – Current  Limassol, Cyprus

- Providing first and second level IT support to employees (onsite/remote).
- Handle employee onboardings and offboardings.
- Log and track requests in the ticketing system.
- Managing IT inventory and assets.

Technical Support Lead, Gaming Machines

Melco Resorts & Entertainment, City of Dreams

 Apr 2018 – Feb 2024  Limassol, Cyprus

- Led the setup and configuration of over 1,000 gaming machines for a new casino resort.
- Directed a team of 20 technicians, ensuring smooth operations and legal compliance.
- Conducted audit inspections and monthly analyses to ensure compliance with relevant laws.
- Part of the QA team responsible for manual testing the Casino Management program, web application, and gaming Machines.

Technical Support Officer

Logisoft Computer Systems

 Oct 2016 – May 2017  Limassol, Cyprus

- Provided customer support for logistics management software.
- Installed, repaired and maintained PCs and mobile phones.

SKILLS

- HTML, CSS, JS
- Google Workspace Admin
- MS365 (Entra ID, Office365)
- JumpCloud
- Freshdesk (ticketing)
- Slack Admin
- ClickUp Admin
- Troubleshooting
- Leadership
- Problem Solving

CERTIFICATIONS

- Cisco – CCNA
- Various Slot Technician Certificates