

PERSONAL INFORMATION



Evgenia Zali

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Skype zali.jenny

Sex Female | Date of birth 09/06/1984 | Nationality Greek

WORK EXPERIENCE

02/2009 – TODAY

Support Team Technical Advisor – Center for eHealth Applications and Services

Institute of Informatics, Foundation for Research and Technology (<http://www.ics.forth.gr/>)

- Hospital operational procedures consultant in information systems.
- Support Technician in a European Project concerning an Integrated Information System in Public Hospitals of the Prefecture of Attica
- Member of an Educational Group for the purpose of training Doctors, Nurses and Administrative Staff of Hospitals in the Information System .
- Responsible for the Integrated Health Information System for the Psychiatric Hospital of Attica "Dafni"
- Responsible for the Integrated Health Information System for the Psychiatric Hospital of Attica "Dromokaitio"
- Member of Call Center and problem resolution process through requests
- Responsible for program installations and application upgrades on Hospital servers .
- **Gold Award** in the "Hospital Information System (HIS)" category was received by the Center for Applications and Services of Electronic Health for the software package Integrated Care Solutions: Automation of mass billing of chronic patients for submitting claims to insurance funds in the psychiatric hospitals of Attica Dafni and Dromokaitio 2023

Sector Informatics

12/2007 – 05/2008

Technical Support Team Manager - Technological Educational Institute of Heraklion Crete

Technological Educational Institute of Heraklion Crete -<https://www.teicrete.gr/>

- Technical Support of users, Computer Systems and Networks of the IT Department of the Administration of A.T.E.I. Heraklion, Crete

Sector Informatics

11/2006 – 07/2008

Member of the Technical Support team - Technological Educational Institute of Heraklion Crete

Technological Educational Institute of Heraklion Crete -<https://www.teicrete.gr/>

Technical Support of users, Computer Systems and Networks of the IT Department of the Administration of A.T.E.I. Heraklion, Crete

Sector Informatics

06/2006 – 08/2006

Research Team Member - Telecron Inc. Hellas, Athens

Telecron Inc.Hellas , Athens

- Member of the research team for the installation of wireless networks (Wimax).
- Assistant network technician.

Sector Informatics

EDUCATION AND TRAINING

2012-2014 Master's Degree Information Systems in Business Administration

Harokopion University, Department of Informatics and Telematics, Athens

Thesis: Extracting Business Knowledge from hospital data.

<https://www.dit.hua.gr/index.php/en/>

2003-2008 Bachelor's Degree in Information Technology Engineering

Technological Educational Institute of Heraklion Crete

Thesis: Managing technical problems of the computer science laboratories of Applied Informatics and Multimedia.

<https://www.teicrete.gr/el/tmp/8319>

Mother tongue(s) Greek

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1/B2	B1/B2	A1/A2	A1/A2	A1/A2
University of Cambridge. Lower Level.					

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
[Common European Framework of Reference for Languages](#)

ADDITIONAL INFORMATION

Seminars

- IT Service Management -ITIL® Foundation -2021
- IT Service Management -ITIL® Foundation -2017
- HealthIT Conference 2023
- Basic Life Support & Emergency Paediatric first aid & AED 2023
- HealthIT Conference 2022
- HealthIT Conference 2021
- eHealth Forum-2017
- eHealth Forum-2016
- eHealth Forum-2015
- eHealth Forum- 2014
- Electronic Health Records: Quality assurance & certification tools-2014
- 1st Conference of Hellenic Communities (Free Software – Open Source Software)-2008