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🇬🇷 Greek-English

~ IT Manager ~

Empowering • Planning • Organizing • Delegating • Controlling

BRIEF PROFILE

Leadership



Vision

Inspiration

Motivation

IT Manager with experience leading large-scale enterprise-wide projects that incorporate innovative approaches to address various business challenges. Ability to offer solutions to problems that have multiple origins, conflicting stakeholders, and dynamic environments. Supports various business teams to achieve process excellence, ensuring effective stakeholder engagement and communications. Creating a dialogue with executives, managers and employees with the aim to craft an environment with shared values and vision, developing a clear understanding and sustainability for organizational change.

SKILLS & COMPETENCIES

- Process Reengineering & Sustainability.
- Problem Solving & Troubleshooting.
- Effective Stakeholder Management.
- Understanding Complex Business Issues.
- Cost Cutting Initiatives & Budgeting.
- People Development & Team Motivation.
- Strong Project Management Capabilities.
- Know how to Lead in Crisis – Resilience.
- Dealing with Risk & Managing Ambiguity.
- Business Acumen & Strategic Thinking.

PROFESSIONAL EXPERIENCE

Würth Hellas S.A. ▪ World leader in industrial tools ▪ Athens, GR

10/2015 – present

Overview: Hired to lead the digital transformation of the company IT systems and processes, to establish an organizational change methodology and execute change management strategies and plans in support of the general business transformation initiative.

Current Position: **IT Manager / Report to Managing Director**

- Protagonist in the design and resilient development of a class-leading IT model with prospect until year 2020 (including hardware, software, processes and business alignment with technology).
- Successful GoLive as a team leader of the SAP implementation project, leading 30 team members in Greece and coordinating with 20 consultants in Germany, along with their team leader.
- Key liaison with company departments and external consultants, training end-users to follow new established policies/disciplines (development of training material, delivery of seminars).
- Developed talented, high-performance IT professionals to proactively support 300 employees within a fast-paced environment.

Achievements (Würth)

- ✓ Completed System Migration in three days, which resulted in a 2/5 profit of IT CAPEX.
- ✓ Proposed alternative network solution reducing 1/3 of annual IT OPEX.
- ✓ Saved the company 1/3 of annual IT OPEX till 2021 from recreating procedures, choosing alternatives, hard and soft solutions as a future ROI.

Resilience Guard GmbH. ▪ Business Continuity | Crisis Management ▪ Switzerland

11/2014 – present

Position: **Associate Consultant**

- Research and analysis upon proposals for Disaster Risk Reduction, Business Continuity Management (BCI) & Crisis Management, design and development of a novel framework for Disaster Risk Reduction, Cross sectoral Business Continuity Management designs and implementations.
- Development demonstration and user training of incident management system, with social extensions and massive notification system based on Business Continuity.
- Involved in worldwide projects and proposals for large organizations unions and bodies, relating to Telecommunications in hazardous situations and physical disasters, risk mitigation and more.

Position: **Senior VoIP Engineer** (11/2013 - 07/2014)

- Responsible for unified communications, TDM, IP-VoIP, Hybrid, GSM implementation, deployment, provisioning and configuration. Gateway and platform integration with CTI, collaboration platforms, chat servers Fax servers, Power Over Long Range Ethernet technologies and video bridges.
- Extrovert with commercial orientation and direct communication with customers. Active involvement for marketing strategies, and business development. Digital Marketing automation and campaigns.
- Public presentation of HD video conferencing MCU for hospitals, TV channels, Responders and others. Meetings with customers for providing solution to various scenarios. Telfor 2013 @Serbia. MCU/UC. Presentation of Wi-Fi large-scale applications for rural areas @ Broadband satellite solutions in regions across Europe conference. BRESAT 2014 @Naxos.
- Exploiting telecoms and Disaster Risk Reduction. Redundancy on telco, emergency telecom solutions, redundant sustainable alternatives to support sustainable telecom infrastructure.

3NET Communications S.A. ▪ Telecom provider & Sys. Integrator ▪ Athens, GR

04/2010 – 11/2012

Position: **Technology Manager / R&D Team Leader** (02/2011 - 11/2012)

- Designed the first ancestor of the Session Border Controller (SBC) with VPN, routing, IDS/IPS, firewall, SIP & IAX Video, via satellite secure connection for maritime company - received positive customer feedback.
- Performed analysis and evaluation of customer needs, designed telecommunication systems and innovative products for new and existing infrastructures, proposed additional billable items.
- Managed to run simultaneous projects. Improved communication between diversified teams maximizing their productivity and performance.
- Took part in international and local fairs (Gitex/Dubai, Cebit/Hannover, Infocom/Athens, VoIP2day/Madrid), exhibitor in (Xenia fair/Athens), demonstrating company products to guests.

Achievements (3NET)

- ✓ Resolved critical issue relating to hardware limitation, achieved maximum customer satisfaction; New product with added functionalities.
- ✓ Developed the first ancestor of the Session Border Controller (SBC) as a part of a UC solution.

OTHER PROFESSIONAL ENGAGEMENTS

International Secure Minds Training Academy – ISMTA ▪ UK

07/2015 – present

Board Member / Situation & Incident Management Content Specialist

- Providing consulting to security professionals, accountable for the Level 5 - Situation and incident management course (e-learning), organizing the Crisis and Disaster Risk Reduction issues.

Founder & Administrator ▪ Voip-News.gr

04/2014 – present

- International VoIP CMS Portal based on world VoIP related news.

Freelance IT/Network Administrator & Technical Support ▪ Greece & UK

01/2002 – 07/2016

EDUCATION

PhD, Computer & Mathematical Sciences ▪ John Moores University, UK

2002 – 2007

MPhil, Electrical & Electronic Engineering ▪ University of Liverpool, UK

1999 – 2002

B.Eng., Electrical & Electronic Engineering ▪ University of Liverpool, UK

1995 – 1999

AUTHORSHIP & PUBLICATIONS

How Unified Communications promote Humanism through Disaster Risk Reduction”. CBRN Terrorism Newsletter – April 2015 ▪ *“The Game of Drones”. CBRN Terrorism Newsletter – May 2015* ▪ *Much more for Greek IT Professional Security Magazine(GR), Blogs and other online media* ▪ *“Wi-Fi. A brand new “wireless cable”. IT Professional Security April 2012.* *Many cover issues and various articles regarding security, new technologies and practical implementations can be found in IT Professional Security Magazine”.*

International Professional writer / technical articles for Greek “IT Professional Security” magazine 01/2008 – present