

Konstantinos Christodoulakis



Bel Air 87, Wezembeek-Oppem, 1970, Brussels, Belgium

M. : +32 474 21 48 86 (mobile)

E. : konstantinos.christodoulakis@concept-pl.us

My professional network: <http://www.linkedin.com/in/konstantinoschristodoulakis>

Date of birth: 08.06.1970

Marital status: Married with 2 children

Summary

Experienced and Certified Executive professional with an outstanding 19 years track record as a Practitioner on IT Governance, Program & Project Management, Service Management and Digital Transformation in various international markets and countries.

Always strive to propose the appropriate methodologies, frameworks, tools and techniques for the IT Governance Strategy, Enterprise and IT Architecture, Project and Portfolio Management, Service Management and Quality Management and assist in the proper definition of goals/objectives/business case and all associated project specifications and artefacts.

Work Experience

Single Resolution Board – intra muros via ATOS

06/2017-now

Senior Project Manager

Key responsibilities:

- Manage the implementation of information systems to meet identified business needs, acquiring and utilizing the necessary resources and skills, within agreed parameters of cost, timescales, and quality.
- Give proposals for project strategies, planning, definition of tasks and deliverables, review of project deliverables, quality control, risk analysis and management, status reports, problem reporting and management systems, follow up and organization.
- Guide the team in charge of project activities and review their deliverables.
- Participate in functional working groups and progress meetings.
- Estimate costs, timescales and resource requirements for the successful completion of each project to agreed terms of reference.
- Prepare and maintain project and quality plans and tracks activities against the plan, provide regular and accurate reports.
- Monitor costs, timescales and resources used, and take action where these deviates from agreed tolerances. Ensure that delivered systems are implemented within these criteria.
- Manage the change control procedure gaining agreement for revisions to the project from project sponsors.
- Provide effective leadership for the project team ensuring that team members are motivated and constantly developing their skills and experience.

National Bank of Greece Group – IT Governance Division

12/2012-05/2017

Senior IT Governance Officer

Key responsibilities:

- Create and develop plans supported by a business case to deliver targets for Services Transformation including the forecasts and reports associated with these plans.
- Manage the IT policies, procedures and frameworks and make sure that they are followed and up to date.
Conduct annual reviews with the policy/processes owners.
- Develop, manage and enhance the IT Governance framework, road map & governing processes.

- Research, recommend, manage and participate in implementing any required IT standards, controls or policies and procedures.
- Identify gaps in the effectiveness of the implemented IT controls, and identify opportunities for enhancements and innovation.
- Participate in any project-related work to address Technologies compliance as mandated.
- Creates any required templates and standards to be adopted by the IT.

concept+ team

11/2008-05/2017

Principal Business Consultant on Digital Transformation | Founder

Key responsibilities:

- Lead and develop concept+, a Scrum Agile Team providing services around the emerging and transformational technologies of Cloud, Mobility and Social media.
- Build and Deliver capability around enterprise business transformation leveraging digital technologies and solutions-across industries and customer segments.
- Define POVs and concepts around digital technologies for various industries, determining market requirements, creating solution documents and carrying out digital practice development.
- Deliver Digital Transformation strategies for clients and lead concept+ teams or working with teams to understand client needs and deliver effective strategies, roadmaps, and transformation in various channels and solutions (mobile applications on iOS and Android platforms, web applications, web services integrations and Social Media applications).
- Continuously improve digital service processes to ensure they are performing at their highest potential and making improvements, both technical and usability.

National Bank of Greece Group – South Eastern Europe IT Governance Unit

02/2009-11/2012

Senior IT Project Manager | Scrum Master | Solution Architect

Key responsibilities:

- Lead and organize application services according to the different focus streams, processes, industry standards and best practices.
- Own technical authority on application build, ensure definition and realization of technical designs according to solution definitions and standards.
- Build and manage agile pools of internal and external expertise to manage supply chain and operations applications and projects at optimum capability and costs.
- Collaborate closely with other departments and 3rd parties in the execution of tasks .
- Monitor and report completion of tasks/ activities and ensure on time and quality delivery.

Key achievements:

Project Manager, SCRUM Master and Solution Architect in the following Programs & Projects (for 9 international Banks, 2 IT Competence Centers & 1 Data Center):

- IT Governance systems design (ITIL/COBIT compliant) & implementations.
- Demand Management workflow process design & implementation project (EPM) using Microsoft SharePoint Server framework and Nintex WorkFlow Engine.
- Project Management system design for 8 subsidiary banks & 2 Competency Centers and tailored implementation using Microsoft Project Server.
- Project & Portfolio Analysis system design and tailored implementation using Microsoft Project Server.
- User Acceptance Testing system implementation using Microsoft SharePoint Server framework and Nintex WorkFlow Engine.
- Timesheets process and system implementation using Microsoft Project Server.

PostScriptum Information Architecture

11/2006-01/2009

IT Manager & IT Project Manager

Key responsibilities:

- Lead and develop internal IT team by setting individual targets according to departmental mission, IT strategy and business needs.
- Coordinate, guide and challenge the members of the team according to their duties.
- Initiate and support internal improvement activities.
- Accountable for resource planning based on the demand driven by different focus streams.
- Improve planning and resource allocation process.
- Manage 3rd parties' providers for out-sourced applications.

Hellenic Telecommunications Organization Group of companies - cosmoONE
12/2000-10/2006

B2B Systems Integration Technical Manager | IT Project Manager

Key responsibilities:

- Lead and organize application services according to the different focus streams, processes, industry standards and best practices.
- Own technical authority on application build, ensure definition and realization of technical designs according to solution definitions and standards.
- Collaborate closely with other departments and 3rd parties in the execution of tasks.
- Monitor and report completion of tasks/ activities and ensure on time and quality delivery.

Key achievements:

- Technical Analysis and Design on B2B Integration Projects of Hellenic Telecommunications Organization Group of Companies: integrations between cosmoONE Procurement applications and legacy Oracle ERP Systems.
- Technical Supervisory in all Integration Projects of the company with the use of SOAP/WebServices/BizTalk Services/xCBL/OAG.
- Business Development and Project Management on cosmoONE reqMonitor solution (J2EE Web Application for Monitoring and Controlling the whole procedures of Procurement Contracts - Department of Supplying Chain Management of Hellenic Telecommunications Organization).
- Installation, implementation, migration and operational support in all Procurement Projects of the company, using Commerce One procurement solutions (BuySite, EBD and COP).

Hellenic Army IT Center

05/1999-11/2000

Software Engineer (Military Service)

Key responsibilities:

- Data mining.
- Statistical analysis.
- Military simulation.
- Pseudorandom number generator analysis.

MRB Hellas S.A.

09/1996-04/1999

Database Information Services

Key responsibilities:

- Searching for target respondents to take part in focus group discussions and/or in-depth interviews.
- Participate in Product Mix Selector/Conjoint Analysis, Brand Dynamics, Product Information Marketing System/Discriminant Analysis.

Certifications

PM² Certified

European Commission | January 2018 - Present

TOGAF 9 Foundation

Open Group, License 135247 | April 2019 - Present

Agile Expert Certified (AEC™)

SCRUMstudy, License 551044 | August 2016 - Present

Scrum Product Owner Certified (SPOC™)

SCRUMstudy, License 550966 | August 2016 - Present

Scrum Master Certified (SMC™)

SCRUMstudy, License 60063 | May 2014 - Present

Scrum Developer Certified (SDC™)

SCRUMstudy, License 59439 | April 2014 - Present

PRINCE2® Practitioner

APMG-International, License 14725-751936 | February 2013 - Present

PRINCE2® Foundation

APMG-International, License 14724-751936 | February 2013 - Present

IT Governance Foundation based on COBIT® 5.0

ISACA, License 02366352-01-YD3D | June 2013 - Present

ITIL® Foundation for Service Management

APMG-International, License GR750064631KC | July 2013 - Present

ISO 22301 Foundation

PECB, License PECB-BCMSF-100219 | May 2014 - Present

ServiceNow Certified Implementation Specialist

ServiceNow - The Enterprise IT Cloud Company, License 0300160 | June 2014 - Present

ServiceNow Certified System Administrator

ServiceNow - The Enterprise IT Cloud Company, License 01002068 | May 2014 - Present

Education

EL.KE.PA. (Greek Productivity Center)

1995-1997

Educational Program «Software Engineer I & II»

Studies

- Operational Systems Architecture
- Relational Database Architecture and Applications
- Designing Applications with Object Oriented Languages (OOL)
- Network Design Basics

- Introduction to Java and Designing Java Applications

National Technical University of Athens

1989-1995

School of Mechanical Engineering | Production Management, Management Study, Operations Research Study

Studies

- Design, Programming and Control of Operational Systems
- Operational Research
- Manufacturing
- Quality Assurance and TQC (Total Quality Control)
- Finance and Marketing
- Technical Services and Ergonomy

Technical Skills

- Microsoft Certified Specialist (MCP) on Project and Portfolio Server (EPM) and SharePoint 2016
- Working knowledge of ARIS Architect and Designer
- Working knowledge of ArchiMate Framework
- Working knowledge (10 years) of Transact SQL in MS-SQL Server and MySQL
- Working knowledge in all Microsoft Office tools
- Strong knowledge on analysis, design and implementation of Web Services with Java, .NET and XML

Language Skills

- Greek mother language
- Excellent oral and written knowledge of English language
- Basic upper intermediate knowledge of French language

Personal skills

- Efficiency, agility, quality orientation and initiative, positive thinker
- Structured and organized
- Strong analytical skills
- Hands on mentality where applicable
- Communication skills and multitasking abilities
- Cooperative and assertive - getting things done in time

Memberships - Other interests

- Awarded for 2 novels (published book «Literature in Kifissia» - Publications «Govostis» 1998)
- Member of Open Group, PMI, ISACA and itSMF Greek chapter
- Member of Greenpeace, W.W.F and Hellenic Management Association