



Konstantinos Christodoulakis

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WORK EXPERIENCE

Project Management & Contract Management

Single Resolution Board [01/11/2020 – Current]

Address: Treurenberg 22 Belgium, 1049 Brussels (Belgium)

City: Brussels

Country: Belgium

Website: srb.europa.eu

Name of unit or department: IT - **Business or sector:** Financial and insurance activities

1. EDRMS Project and Application:

- IT Project Manager on the EDRMS Project;
- Solution Architect of the EDRMS application (SRB Document Management System).

2. EDRMS Application Management:

- Lead and direct teams to make sure that service level agreements (SLAs) are in place with both external and internal teams;
- Liaise with all other ICT service functions to make sure that services are maintained;
- Manage the day-to-day delivery of the application;
- Plan and may schedule the testing and deployment of releases;
- Deliver new functionality required by the business while protecting the integrity of existing services;
- Ensure that service asset and configuration items are appropriately controlled and that accurate and reliable information about these assets is available when needed.

3. Intranet Project and Application:

- Solution Architect of the Intranet application;
- IT Project Manager on the Intranet Project.

4. Acting as IT Change Manager:

- Supporting the development of communications relevant to change initiatives;
- Defining success metrics and measuring performance against these;
- Providing reporting and other updates to management and project teams.

Unisys [31/05/2017 – 30/10/2020]

Address: Telecomlaan 9, 1831 Machelen (Belgium)

City: Brussels

Country: Belgium

Name of unit or department: IT - **Business or sector:** Information and communication

IT Consultant / Intramuros on Single Resolution Board

1. EDRMS Project and Application:

- Solution Architect of the EDRMS application (SRB Document Management System);
- IT Project Manager on the EDRMS Project

2. EDRMS Application Management:

- Lead and direct teams to make sure that service level agreements (SLAs) are in place with both external and internal teams;
- Liaise with all other ICT service functions to make sure that services are maintained;
- Manage the day to day delivery of the application;
- Plan and may schedule the testing and deployment of releases
- Deliver new functionality required by the business while protecting the integrity of existing services;
- Ensure that service asset and configuration items are appropriately controlled and that accurate and reliable information about these assets is available when needed.

3. Intranet Project and Application:

- Solution Architect of the Intranet application;
- IT Project Manager on the Intranet Project.

4. Appeal Panel Application:

- Solution Architect;
- IT Project Manager.

IT Governance Officer

National Bank of Greece Group | IT Governance Division [30/11/2012 – 30/05/2017]

Address: Aiolou street 86, Athens (Greece)

City: Athens

Country: Greece

Website: www.nbg.gr

Name of unit or department: IT - **Business or sector:** Financial and insurance activities

Key responsibilities:

- Project Management on IT Governance Projects;
- Participating in the IT Budgeting and Contract Management Group (5 members);
- Participating in the IT Architecture Group (6 members);
- 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 Governance frameworks and ensure 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 Technology compliance as mandated.

Key achievements:

- Development of the annual budget for the IT Governance Division (yearly budget of 1.500.000 euros) as a member of the IT Budgeting Team
- Managing the specific contracts of the IT external providers
- Project Management on the following IT Governance and IT Strategy Projects:
 - a. Demand Management Application (tailored implementation on SharePoint Server)
 - b. Project and Portfolio Management Application (based on Project Server)
 - c. Resource Management application (based on Project Server)
 - d. Financial and Timesheet Management application and Integration with the SAP Contract Management modules (based on Project Server)
 - e. Software Development Management Framework application and Integration with the Project Management Framework application and the Service Management Application (BMC Remedy)
 - f. Project and Portfolio Management application for the Business Transformation Office (based on Project Server)
 - g. Meeting & Collaboration application for the Board of Director

IT Project Manager | Scrum Master | Solution Architect

National Bank of Greece Group – South Eastern Europe IT Governance Unit [01/02/2009 – 29/11/2012]

Address: Aiolou 86, Athens (Greece)

City: Athens

Country: Greece

Website: www.nbg.gr

Name of unit or department: IT - Business or sector: Financial and insurance activities

Key responsibilities on National Bank of Greece Group of Companies (<https://www.nbg.gr/en/the-group/group-companies>):

- Lead and organise application services according to the different focus streams, processes, industry standards, and best practices;
- Own technical authority on application build, ensure definition and realisation of technical designs according to solution definitions and standards;
- Build and manage agile pools of internal and external expertise to manage the supply chain and operations applications and projects at optimum capability and costs;
- Collaborate closely with other departments and external Service Providers (4 multicultural companies) in the execution of tasks;
- Monitor and report completion of tasks/activities to the Program Steering Committee 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 Application implementation project (EPM) using Microsoft SharePoint Server;
- Project Management system design for eight subsidiary banks 2 Competency Centers and tailored implementation using Microsoft Project Server;
- Project Portfolio Analysis system design and tailored application implementation using Microsoft Project Server;
- Automated Budgeting Timesheet Management Application system implementation using Microsoft Project Server integration with external SAP Modules for HR and SAP Contract Lifecycle Management (SAP CLM).

IT Manager | IT Project Manager

PostScriptum Information Architecture [31/10/2006 – 30/01/2009]

Address: Papadiamantopoulou 4, Athens (Greece)

City: Athens

Country: Greece

Website: www.postscriptum.gr

Name of unit or department: IT - Business or sector: Other service activities

Key responsibilities (as an IT Manager):

- Lead and developed an internal IT team (of 10 people) by setting individual targets according to the 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 the planning and resource allocation process;
- Manage 3rd parties providers for outsourced applications.

Key responsibilities (as an IT Project Manager):

- Leading a consortium of 5 companies, providing IT Services for the Clients);
- Coordinate a team of 10 freelancer consultants from 6 different countries who worked as External Service Providers for the Company.

Key achievements:

- New Technologies Advisory on National Gallery of Greece for the business development of integrated cultural solutions (virtual museums, mobile navigations, web portals, and digital-media implementations);
- Project Management on IT/IS, Digital Culture, and Information Society (IS) Projects, based on Information and Communication Technologies (ICT) (clients: National Gallery of Greece, National Museum of Contemporary Art, J & P Developme

B2B Systems Integration Technical Manager | IT Project Manager

Hellenic Telecommunications Organization Group of companies - cosmoONE [31/07/2000 – 30/10/2006]

Address: 99, Kifisias Av., 151 24 Marousi (Greece)

City: Athens

Country: Greece

Website: www.cosmo-one.gr

Name of unit or department: IT - **Business or sector:** Other service activities

As IT Project Manager (2002-2006)

- 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 (average Projects' Yearly Budget: 1.500.000)
- Project Manager on the Implementation of the Contracts Management Application and the integration with the Commerce One B2B Platform and external Oracle Procurement modules (average Project Budget: 2.000.000 / 2 years project)

Key responsibilities:

- Lead and organise 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.

As B2B Systems Integration Technical Manager (2000-2002)

- 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. He is leading a team of 8 people.
- Technical Supervisory in all Integration Projects of the company using SOAP/WebServices/BizTalk Services/xCBL/OAG.
- Installation, implementation, migration, and operational support in all Procurement Projects of the company, using Commerce One procurement solutions (BuySite, EBD, and COP)

EDUCATION AND TRAINING

Software Engineer | Educational Program «Software Engineer I & II»

EL.KE.PA. (Greek Productivity Center) Athens - Greece [01/10/1995 – 31/08/1997]

Mechanical Engineer

National Technical University of Athens, Greece [01/09/1988 – 31/05/1995]

Field(s) of study: Mechanical Engineer

- Manufacturing technologies
- Production management Finance, banking and insurance
- Financial economics Finance, banking and insurance
- Financial information systems Engineering
- Project engineering Engineering
- Mechanical engineering Economics
- Production economics Business, sales and marketing
- Business
- Quality management

High School Diploma

1st Lyceum Kifissia [01/09/1982 – 30/06/1988]

Address: Athens

DIGITAL SKILLS

Technical skills and competences

HTML5, CSS, XML / DevOps / HTML5 / Javascript / JQuery / PRINCE2® Practitioner / Agile (Scrum) / Kanban / AJAX / REST / RESTful api / Continuous Integration / Java/J2EE / CSS3 / HTML / PHP / CSS / Web Development / Microsoft SQL Server 2008, 2010, 2014, 2016 / JavaScript / Microsoft SharePoint Server 2016 2019 (Certified Product Specialist) / Java/J2EE - JSP - JBoss - UML - PHP / Microsoft Project 2016 2019 / WordPress CMS Implementation Expert (Certified Implementation Specialist) / Microsoft Office / Microsoft Project Portfolio Server 2016, 2019, Project Online (PPM) (Certified) / JIRA (using Kanban Service Planning Delivery) (Certified Project Administrator)

Certifications

PM² Advanced Practitioner / Agile Expert Certified (AEC) / Scrum Master Certified (SMC®) / ITIL® Practitioner for Service Management / TOGAF 9 Foundation / ServiceNow Certified Implementation Specialist / IT Governance Foundation based on COBIT® 5.0 / Scrum Product Owner Certified (SPOC) / ISO 22301 Foundation

Organisational skills and competences

Consistent Communication: always ready to establish a great professional relationship / Time management through scheduling projects, meetings, and other tasks / Multi-tasking and being able to juggle multiple tasks / Prioritising Task Lists and To-Do lists to Getting Things Done / Flexibility and Adaptability

Social skills and competences

Cooperation / Empathy / Creative Listening / Nonverbal Communication / Verbal and Written Communication

LANGUAGE SKILLS

Mother tongue(s): **Greek**

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Italian

LISTENING A1 READING A1 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1