

# Evangelos Ergen

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Nationality: Greek

Date of Birth: 11 July 1967

## WORK EXPERIENCE

*CITY College (Faculty of the University of Sheffield) – Thessaloniki, Greece*

Director of Administration

November 1998-present

### *Main activities & responsibilities:*

#### Business Development

- Intelligence gathering on potential students (customers) and competitors
- Generate leads for creation of recruitment conditions
- Follow-up on students (customers) and their activities
- Use of technology to evaluate the business in education and realize its full potential

#### Information Systems & Information Technology

- Responsible for the College's MIS (management of information system), the workflow of information and provision of corresponded feedback to the departments.
- Develop and administer College's databases. Provide customized data-based solutions to both academic and administrative departments.
- Develop e-solutions for improving the services to current and potential students.
- Prepare and distribute reports to staff (reporting of comparisons, analytical reviews and statistics and benchmarking).
- Introduction and application of software suitable for operational and administrative needs (software-as-a-service solutions).
- Train colleagues in software solutions for improving department's performance.
- Research and application of custom-made solutions to various business problems (ad-hoc projects).
- Suggestion of possible technological alternatives to improve services and operations.

#### Students' Services

- Coordination of a team to ensure that the College's administration will continue to provide high level services to the students and staff. Train team members.
- Personal involvement in students' services and provision of feedback to involved departments. Handling of difficult cases and crisis administration. Direct communication with active students and recruitment of potentials.
- Adopt ERP techniques and apply similar procedures for the increase of serviceability.
- Design and apply CRM (Customer Relationship Management) techniques for dedicated targets.
- Work to expand the variety of offered services of the Department both to students and staff.

#### Operations & Logistics – Grounds & Buildings Management

- Maintain the well-functioning of College's premises. Ensure the normal operation of daily procedures and act proactively to avoid any potential difficulties. Administer and monitoring of facilities.
- Cooperate with a network of external suppliers and technical staff. Evaluation of contracts and contractual terms, measurement of performance, responsibility for renewal of cooperation.
- Administer the resources related to the operability of premises.
- Asset management, control, maintenance, utilization and disposition.

## **TNT Express Worldwide (Courier & Logistics services) – Thessaloniki, Greece**

Operations Supervisor

May 1997-October 1998

### *Main activities & responsibilities:*

- Fleet management (responsibility for the operation and maintenance of a fleet comprised of six small vans and six motorcycles).
- Routes' design and evaluation (re-design and improvement).
- Contact with customers and get feedback.
- Increase teamwork and monitor a number of employees (12-employees)
- Manage the department's performance according to predefined targets and evaluation indicators.
- Support the Sales Department in expanding customers' numbers.
- Keep-up effective contact with Key Account customers.
- Keep close control of the supply chain network.
- Work under pressure and strict deadlines.

## **IIEK OMEGA (Educational services) – Thessaloniki, Greece**

Instructor

February 1997-May 1998

### *Main activities & responsibilities:*

- Teach modules in the field of Computer Science (Structured Programming, Databases, Programming languages) to high school graduates in terms of their professional studies.
- Prepare potential students for their studies abroad through teaching of specific IT modules.

## **Multichoice Hellas (Cable TV and Digital Services) – Thessaloniki, Greece**

Customer Service Representative

November 1995-April 1997

### *Main activities & responsibilities:*

- Customer service, help-desk and support to subscribers/customers in person.
- Identify difficult cases with customers and resolve any potential problems effectively. Dealing patiently with demanding customers as well.
- Call center representative (telephone center operator).
- Provide company's subscribers with technical information.
- Cashier desk.

## **Freelancer – Thessaloniki, Greece**

Business and Technology support - Outsourcing

September 1994-April 1997

### *Main activities & responsibilities:*

- Support a network of freelancers in their business tasks and objectives through the use of technological means, operating as an outsource office.
- Provide help and information in technological issues (eg. use of Internet and acquisition of information operating as an internet node on that time in Thessaloniki).

## **Conservatory of Northern Greece & Conservatoire (Educational services) – Thessaloniki, Greece**

Administration

June 1994-May 1995

### *Main activities & responsibilities:*

- Organize students' files. Monitor transactions and schedules.
- Create and maintain a system of information both in financial and operational issues.
- Design and implement an internal computerized information system (MIS). Transform subsystems from manual-operated to computerize.

## **PENY Supplies (*Medical & Surgical supplies and equipment*) – Thessaloniki, Greece**

Administration

December 1993-August 1994

### *Main activities & responsibilities:*

- Responsible for the re-organization of customers' database.
- Responsible for the editing, submission of technical sales offers to big customers.
- Keep up with customers' requests and monitoring of orders and deliveries.
- Increase offered services to key account customers (hospitals, doctors, clinics).

## **NORTH College (*Educational services*) – Thessaloniki, Greece**

Head of the Administration

October 1989-November 1993

### *Main activities & responsibilities:*

- Responsible for the administrative issues of the institution. Business planning and set of department's targets in compliance to institution's business plan.
- Implement and maintain an internal fully-customized information system.
- Support any newly-adopted technology within the College.
- Keep track of management's policies in terms of operations.
- Work with strict deadlines and prepare a number of documentation related to institution's activities.
- Support a number of administrative procedures to ensure the well-operability.
- Keep up with technological advancements and introduction of innovative solutions and practices.
- Involvement in the definition of recruitment and advertising strategy. Involvement in the definition of institution's policies in other fields of expertise.

## **EDUCATION**

MSc in Technology, Innovation & Entrepreneurship	The University of Sheffield, UK	2007-2009
BSc in Business Administration-Business Computers	North College, Thessaloniki, Greece	1985-1989

## **TRAININGS /CERTIFICATIONS**

- Certification in Law in Organizations/Greek Open University of Patra, Greece (Sept 2006 – Jun 2007)
- Certification in Management of Organizations/Greek Open University of Patra, Greece (Sept 2005 – Jun 2006)
- Certification in Financial Statement Analysis-Financial indexes/University of Macedonia, Greece (Jan-Apr 2003)
- Certification in Educational Management / University of Macedonia, Greece (Oct-Dec 2002)
- Training in Front-line Management / TNT Express Worldwide, Athens, Greece (Jan-Apr 1998)
- Training in Logistics in Transportation / TNT Express Worldwide, Athens Greece (May-Sept 1997)
- Training in Customer Service Operations / Multichoice Hellas, Greece (Apr-May 1996)
- Certification in Business Administration / University of Glamorgan, UK (Sept 1992 – June 1993)
- Training in Education & Administration / Muskingum College, Ohio USA (Jun-Jul 1992)
- Training in Total Quality Management / North College, Greece (Apr 1992)

## **SKILLS & COMPETENCIES**

- Foreign languages: Greek (native), English (fluent), Spanish (fluent), Italian (basic).
- Effective and extensive use of technology in business operations (effective technology utilization).
- Technical abilities cultivated through usage of software packages.
- Project Management, ability to run successfully multiple projects simultaneously.
- Experience in information systems and their philosophy through participation in applications.
- Ability to cope with key performance indicators and monitoring daily operations.
- Ability to concentrate in projects' outcomes and desired deliverables according to company's targets.
- Introduction and implementation of innovative solutions.

- Stability of performance under pressure and opposition.
- Ability to make controlled responses in stressful situations.
- Ability to work in a multinational environment effectively and remain effective in changing environments with steady commitment.
- Strong presentation skills through use of technology and clear ideas.

## REFERENCES

- Available upon request