

Evangelos Ergen, CMgr, FCMI, MAUA, MBA, MSc

Top-Level University Administrator

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“Providing Administrative Initiatives to Ensure Brand Equity & Customer Loyalty Growth.”

Executive Summary

Analytical, dedicated, and results-oriented professional who holds a degree in Technology, Innovation & Entrepreneurship and an MBA at the University of Sheffield. An individual with progressive experience in bringing a robust academic foundation focusing on operations, business intelligence, information services and project management. Provide strong interpersonal skills with the ability to communicate on all levels of the organisation to achieve common goals. Demonstrate the ability to handle highly confidential company information with discretion and good judgment. Equipped with strong organisational skills, an excellent work ethic, a desire to succeed, and a strong sense of integrity – achieving exceptional outcomes while handling tasks with efficiency.

Core Competencies

Resilient Practices ♦ Staff Development ♦ Budget Development ♦ Project Management ♦ Problem Solving ♦ Business Correspondence
Business Presentation ♦ Contracts Distribution ♦ Client Relation ♦ Adaptability ♦ Data Analysis ♦ Learn-how-to-Learn
Collect Data ♦ Administrative Management ♦ Business Intelligence ♦ Information Services ♦ Strategic Planning & Execution
Develop Innovative Solutions ♦ Faculty Operations ♦ Relationship Development ♦ Process Improvements ♦ Dealing with Complexity

Career Highlights

FACULTY ADMINISTRATION & ORGANISATION

- Consistently providing professional service to the Faculty to support strategic and business plan delivery.
- Developed credibility and trust with different stakeholders by participating in groups and projects, including inter-functional work.
- Worked collaboratively to ensure proper service development and delivery, including contributing to relevant projects and initiatives.
- Utilised the synergies between five departments to deliver results in diverse areas including Asset Management, Business Development, Logistics and Maintenance to ensure business productivity and growth.
- Formulated evidence-based reporting systems that facilitate business decision making in close cooperation with Faculty's top management with more than 100 different reports on applications and registrations, students' body, alumni and timetabling.

ADMINISTRATIVE SYSTEMS PLANNING & DEVELOPMENT

- Successful in leading systems and process development and implementation to support the information and intelligence service.
- Demonstrated and strengthen skill for project management as well as information, intelligence provision and analysis as a multi-skilled, dynamic and avid exponent of University Administration while ensuring strict adherence to the organisation's protocols.
- Embraced and applied business intelligence techniques, and rating assessment mindsets and subsequently by creating and presenting to the top management, the annual intelligence reports with information on recruitment and financial planning.

FINANCIAL & BUDGETARY CONTROLS

- Effectively delivered reports and provided a strong understanding of financial data to inform resourcing decisions and priorities.
- Delivered exceptional management information skills to fulfil complex projects in alignment to business and strategic plans.
- Developed and implemented control plans of liquidity and income to support the financial administration and budget monitoring.
- Ensured and enforced compliance with statutory obligations under the respected laws by providing world-class service.

COMMUNICATION & TEAMWORK

- Delivered Board level advice using strong interpersonal skills to the University sector and process knowledge of the University sector.
- Liaised and negotiated with a wide range of stakeholders to ensure that annual plans, aims, and objectives are well defined and delivered.
- Supervised diverse teams to deliver complex information system and other initiatives to enhance services for both students and staff.
- Efficient in providing critical or complex feedback on academics, administrators and students to both local and external campuses while cooperating with ten different countries with a range of data reports to ensure personal productivity.
- Embraced diversity through overcoming language barriers; knowledgeable in speaking and writing fluently in Greek, English and Spanish with a basic grasp of Italian and Turkish.

PERSONAL DEVELOPMENT

- Engaged and involved in rigorous professional development to accrue considerable management skills.
- Performed well under pressure with an exceptional ability to prioritise work and deliver to deadlines.
- Administered highly confidential and sensitive information with care and discretion.

Professional Experience

FACULTY'S HEAD OF ACADEMIC SERVICES

The University of Sheffield International Faculty, CITY College, Greece

February 2019 - Present

- Manage the key areas of the Faculty such as (1) Student Admissions, (2) Student Records, (3) Academic Registry, (4) Corporate Information, (5) Facilities Management & Maintenance, and (6) Secretarial Services.
- Strategically support the daily operations of the school while supporting the Faculty to provide exceptional administrative services.
- Supervise the effective working of all subordinates while providing assistance to other staff and developing a capable team.
- Assist management with accurate information as required for the Faculty associate activities and initiate decisions.

FACULTY'S DIRECTOR OF ADMINISTRATION

The University of Sheffield International Faculty, CITY College, Greece

December 1998 – February 2019

- Involved with strategic marketing tactics and fundamentals, including the recruitment of new students and the career advancement of alumnus.
- Led the faculty's administrative functions while forming and delivering strategic objectives and managing associated customer service, data, systems and processes to support the student experience.
- Supervised a team of 10+ administrative support personnel to ensure full compliance with Health & Safety rules and regulations and maintain up-to-date records for all students for reporting purposes.
- Administered student records according to Higher Education's public authorities' regulations and guidelines.
- Helped in drafting rigorous budgets to achieve current financial targets and fully exploit the organisation's assets for long term benefits while supporting the Financial Office with specialised information for effective financial reporting.

Accomplishments:

- ✓ Increased the Faculty's serviceability to students, alumnus and staff by designing, implementing and administering an innovative and fully-customised relational database system that encompassed admissions, recruitment, student records, student counselling and administrative processes.
- ✓ Successfully administered records and reporting, ensuring evidence-based decision making.
- ✓ Provided planning capabilities amongst Faculty's top management with an evidence-based digital system based on Advanced MS Excel and Access business intelligence techniques including statistical reports for various stakeholders and the ability to identify, recognise and interpret data trends and patterns.
- ✓ Empowered targeted teaching and space requirement manipulations including the allocation of suitable teaching rooms for all teaching sessions and staff schedules by developing an Academic Timetable Schedule and ensuring the data remained accurate, robust, complete and available to interested parties as required.
- ✓ Recruited a strong administrative support team and trained everyone to work in a team towards specific performance objectives.
- ✓ Formulated a strong network of individual and corporate maintenance technicians to ensure optimal operational capacity across all facilities, including high-tech product procurement and resourcing to serve four complete departments.
- ✓ Developed and implemented a financial data reporting and attendance system improvising the cash flow and liquidity ratios.

Other Work Experience

DEPOT OPERATIONS SUPERVISOR

TNT Express Worldwide, Greece

May 1997 – December 1998

CUSTOMER SERVICE REPRESENTATIVE

Multichoice Hellas, Greece

May 1995 – May 1997

OFFICE & DATABASE ADMINISTRATOR

PENY Hellas, Greece

October 1993 – May 1995

HEAD OF ADMISSIONS AND RECORDS

North College, Greece

June 1989 – October 1993

Education

PG DIPLOMA STRATEGIC MANAGEMENT & LEADERSHIP (Level 7)

Chartered Management Institute – U.K.

May 2014

MBA, MANAGEMENT & OPERATIONS (Health Care Management) (1st Class)

University of Sheffield – U.K.

May 2013

MSc TECHNOLOGY, INNOVATION & ENTREPRENEURSHIP (1st Class)

University of Sheffield – U.K.

March 2010

BSc BUSINESS ADMINISTRATION – BUSINESS COMPUTERS (Distinction)

North College - Thessaloniki

October 1989

Other Courses Attended:

- **GDPR:** Complete GDPR Course (Certificate), Data Protection
- **Management:** Project Management (PMP Prep), Front-line Management, Management of Organizations, Total Quality Management, Leading Change, Entrepreneurial Mindset
- **Education:** Educational Management, Education & Administration, UK Higher Education Administration
- **Health:** EMP Medic First Aid (Certificate in Care Plus & AED Training)
- **Other:** Coaching Skills, Negotiation Skills, Logistics in Transportation, Law in Organisations, Customer Service Operations, Financial Statement Analysis, Managing Projects with Microsoft Project

Professional Membership & Affiliations

Chartered Management Institute (CMgr FCMI)

Chartered Member

Association of University Administrators (MAUA)

Member

Institute of Chartered Secretaries and Administrators (ICSA)

Affiliate Member

The Institute of Logistics and Transport

Member

Technical Skills

MS Office and Access database applications (SQL, VBasic), MS Project, SPSS, Dreamweaver and related web design tools, Acrobat Applications, CorelDraw, and assorted CRM, mind mapping, project management, cloud computing (Google apps, presentation apps), and mass emailing applications and platforms. Software tools for editing, designing and implementing business practices.