

## Education

*Master of Science* in Computer Science - February 1985, New York University (Courant Institute).  
*Master of Science* in Electrical Engineering - September 1982, National Technical University of Athens, Greece. Master's Thesis: *General Purpose Disassembler for 16 bit Microprocessors*.

## Experience

- **Joomlapolis Community Builder Team Member – December 2009 to Present**

Joomlapolis (<http://www.joomlapolis.com>) markets the Community Builder extension that is Joomla's (<http://joomla.org>) most popular social networking solution. With over 480,000 registered members this open-source business model venture is successfully powering over 2.500.000 public websites (as per Google).

- **Marketing, Sales, Documentation and Support – December 2009 to Present**

In charge of marketing for all Joomlapolis product and services. Newsletter campaigns, promotions and online advertising efforts to increase traffic and sales leads, New releases management and translation team organization for product localization efforts. Workgroup management for testing and third party development support.

- **WIND Hellas (formerly TIM Hellas) – November 2006 to December 2009**

WIND Hellas (<http://www.wind.com.gr>) is one of the largest mobile companies in Greece. In 2006, WIND Hellas (at the time TIM Hellas) acquired Q-Telecom from INFOQUEST (and merged the company in 2007) and in 2008 Tellas (fix line telecommunications operator) was also acquired.

- **Operations & Web Technologies Director – March 2007 to December 2009**

In charge of a 5 department operations center comprised of ~70 highly skilled engineers and operators. The operations center is in charge of monitoring all business systems and processes, including networking, storage, backup, database and operating systems layer, systems hardware, etc. Responsibilities include the monitoring and fulfilment of all business processes (rating, invoicing, roaming traffic exchange, service availability, number portability, provisioning, etc.). Overall responsibilities include: all infrastructure investments (planning and implementation), IS service desk operations, backup and restore operations, systems and applications monitoring (one of the largest Openview implementations in Greece), disaster recovery and business continuity planning, enterprise networking supporting internal needs and WIND Hellas franchise shops (over 400 shops network to access WIND Hellas applications), desktop support and services (email, internet access, office automation, etc), for over 1500 employees and 1800 WIND shop workstation positions.

- **INFOQUEST – December 2000 to November 2006**

INFOQUEST (<http://www.quest.gr>) is one of the largest Information Technology companies in Greece. In December 2000 INFOQUEST via its subsidiary Quest Wireless obtained a FWA license from the government. In March 2001 INFOQUEST secured the fourth GSM license and absorbed Quest Wireless in order to form the Q-Telecom telecommunications business area (<http://www.myq.gr>).

- **Q-Telecom IT Manager – December 2000 to November 2006**

Activities include the budgeting, design and implementation of the complete Q-Telecom IT infrastructure (hardware, software, application processes). The IT center is comprised of 2 departments, the EDP department and the Applications department. Both departments enumerate over 20 employees.

Application processes include: CDR mediation, tariffing and rating, TAP processing, billing, commissions, interconnection reports, CRM, CTI, IVR, provisioning, in-house fraud detection, process automation, office automation services, IT security, periodic backups.

- **ERGODATA S.A. – March 2000 to December 2000**

*ERGODATA (<http://www.ergodata.gr>) is a member of the Quest group of companies (<http://www.quest.gr>) acting as the groups investment arm in the area of telecommunications and information technology.*

**Senior Business Consultant – March 2000 to December 2000**

Activities include the technology evaluation and business model analysis of new business ventures in the area of Telecommunications and Information Technology.

Major accomplishments / assignments include participating in the initial «Quest Wireless» FWA (fixed wireless access) business development team preparing the technical application documentation and assisting in the bidding strategy for the licensing process.

Acting General Manager of Unitel Hellas (<http://www.unitel.gr>) from April 2000 until September 2000. Completed initial VSAT business analysis and pricing strategy proposal.

- **E-Vision I.T.& T. Holding Company – July 1999 to March 2000**

*E-Vision (<http://www.e-vision.gr>) is a member of the Piraeus Bank Group acting as its facilitator to invest in, or establish new, businesses in the Information Technology and Telecommunications domain.*

**Senior Consultant – July 1999 to March 2000**

Activities include the technology evaluation and business model analysis of new business ventures in the area of Telecommunications and Information Technology. Specific tasks completed in the areas of Call Center Outsourcing evaluation.

- **COSMOLINE Telecommunication Services – October 1998 to July 1999**

*COSMOLINE Telecommunication Services S.A. (<http://www.cosmoline.com>) belongs to the Interamerican group of companies and provides telecommunication services as an alternate carrier. Its core services include the provisioning of bandwidth services (TDM based) and Frame Relay services (data, fax & voice). Other services include VoIP, Call Center and Pre-paid Cards.*

**Head of Technical Department – October 1998 to July 1999**

The Technical Department consists of 3 groups with a total of 8 employees that support the design, implementation, management and monitoring of the company's national backbone network (40 nodes) and its client's circuits (over 100 circuits). Activities include department budget formulation, activities planning, project management, resource management, forecasting, product planning, technical consulting etc.

**Major Department Projects and Products**

Planning and implementation of network numbering plan. Restructuring of the company's service contract, internal process planning, quality of service planning and reporting, new services planning (Internet gateway, company's LAN, PABX network, VoIP gateway).

The Cosmoline telecommunication services support the following customers: IBM, Sony, ABB, Express Publishing, Technodomiki, Hellasnet, Hellas On Line, Mobitel, Interamerican, Karenta, Bravo, etc.

- **EUROCOM EXPERTISE - 1994 to September 1998**

*EUROCOM EXPERTISE S.A. (<http://www.eurocom.gr>) belongs to the INTRACOM group of companies (<http://www.intracom.gr>) and provides training and consulting services. Areas of expertise include telecommunications, quality, and information technology with a special focus on Internet technologies, Intranet workgroup applications and multimedia. Additionally the company develops computer based training systems and distance training services using multimedia technology. The company is an authorised training center for Ericsson and SUN Microsystems.*

**Department Head - Development Department - May 1995 to September 1998**

The Development Department consists of 4 groups (Technical Marketing, Internet Services, Multimedia Systems and Systems Support) with a total of 21 employees that support the design, development, and

deployment of systems and services using Internet and Multimedia technologies. These systems include Intranet workgroup and Internet applications; computer based training systems and distance training services.

Department budget formulation, activities planning, project management, resource management, forecasting, product planning etc. Participated in the preparation of the new 3-year business plan (1998-2000).

### **Major Department Projects and Products**

CATE (Computer Aided Training Environment) – a web-based training administration support system, Olympiakos web site, distance learning platforms, multimedia presentations (Intralot, Intracom, PLAMS, Astrolabe), Data network design seminar, Internet seminar, OTENET training. Web designs and applications for Panafon, CPC (Knorr), Intracom, Flash, Olympiakos, Intracom, Sportnews, etc.

### **International Projects**

Consortium building and proposal writing. EU Telematics project approved - total budget 3.7 MECU, duration 24 months. Participation in projects in Russia, Armenia and Ukraine.

- **Training Centre INTRACOM - November 1994 to May 1995**

*INTRACOM S.A. is the largest private Telecommunications Company in Greece. The Training Centre provides services supporting the company's telecommunications products.*

- **Senior Engineer, Synergy Systems, Patras Greece - 1992 to 1994.**

*Synergy Systems is a newly established group of engineers and computer scientists. Its activities are focused in the areas of Information and Electronics Technology.*

Senior Engineer active in proposal writing and project management.

- **Electrical Engineering Department, University of Patras Greece - 1992 to 1994.**

### **Research Project STRIDE/LIGHT**

*The Research Project STRIDE/LIGHT is funded by the European Common Market and aims to develop basic infrastructure and establish a technology transfer link between local industries and Universities in the area of factory automation and monitoring systems (CIM).*

Lead Developer and Systems Engineer of a software team that designed and developed MS Windows based industrial monitoring system. This system gathers data from an industrial LAN (Siemens SINEC L2) and distributes this data to other workstations using a Novell type LAN and the DDE/IPX protocols.

- **MTS, AT&T Bell Laboratories - 1985 to 1992.**

### **Enhanced Interactive Network Optimisation System (E-INOS) DATA - 1987 to 1992.**

*E-INOS DATA is AT&T's data network design tool used by its sales force to support networking solutions based on AT&T tariffed services and AT&T equipment. The tool is also used for the planning of AT&T data service offerings.*

Project Manager of a 12-member team in charge of developing the new generation E-INOS DATA tool. Systems Engineer and lead developer responsible for feature set definition and software architecture design. Principal developer in charge of the Terminal Access Network (TAN) module. Have also been involved as lead developer and systems engineer with earlier E-INOS DATA releases supporting new data services (Private Packet Network Service - PPNS) and introducing algorithmic improvements in the TAN module. Interacted with sales force as an instructor in various Network Design Seminars and as a data network design specialist.

### **Network Designer's Workbench (NDWB) - 1986 to 1987**

*The NDWB is a system of PC-based sales aids and configurators that support AT&T's DCE line.*

Lead developer and systems engineer integrating separate PC tools into a unified package. Designed and developed the NDWB user-interface. Developed the Multipoint Private line Analysis (MPA) tool that uses analytical models to analyse the performance of polled multidrop lines.

**Front End to Network Design (FREND) - 1985 to 1986**

*FREND is a PC/Mainframe interface that was developed to allow access to a mainframe data network design tool.*

Main developer in the FREND project. My involvement with this 5-member team includes defining and implementing enhancements to the mainframe design tool and the communication interface between the PC and the mainframe. Also designed and implemented the user-interface.

- **New York University - Teaching Assistant - 1984 to 1985.**

Taught undergraduate electrical engineering course. Was in charge of a microcomputer lab providing software guidance to students.

- **Consultant - 1982 to 1984**

Part-time consultant for various firms in Athens, Greece. Part of a two-member team that designed and developed one of the first Greek character generators for microcomputers.

**Network Knowledge**

Circuit switching, Packet Switching, TDM, STDM, SDLC, BSC, HDLC, X.25, Frame Relay, IBM SNA, Ethernet, TCP/IP, Internet technologies, VoIP gateways, ISDN, SDH/SONET theory.

**Computer Knowledge**

Operating Systems: UNIX, VMS, TSO, MSDOS, Win XP, LINUX and Macintosh operating system  
Programming Languages: C, C++, Pascal, Basic, FORTRAN, Assembly (Z80/8080), AWK, SHELL, ADA, Informix 4GL, and SQL

Hardware: IBM PC, SUN workstations, Macintosh, TRS-80, AT&T 3B1

Applications: Spreadsheet programs (Lotus 123, Excel), DBMS (Oracle, Mysql, Informix, Dbase, FoxPro, Access)

Word Processing / Desktop Publishing (MS Word, nroff, troff, PageMaker)

Complete MS Office suite. MS Outlook applications programming.

**Other Activities**

Assistant editor (1982-1990) in a Greek/American magazine published twice a year. Fully computerised the layout process using desktop publishing tools. Senior officer of the Pan-Karpathian Foundation, a non-profit Greek/American cultural organisation.

**Personal**

U.S.A. citizen born July 19th, 1958; married; two children; fluent in English and Greek; Member IEEE, Greek TEE. Received Individual Performance Awards from AT&T. Hobbies include chess and geneology. Very active in the Joomla (open source CMS) area.

**References**

Bruce Whittaker, AT&T Bell Laboratories, Holmdel, NJ U.S.A.

John Rath, AT&T, Bridgewater, NJ U.S.A.

Rich Adelman, AT&T, NJ U.S.A.

Chris Vaios, Lucent Technologies, NJ, U.S.A.

Nikos Zervos, Lucent Technologies, Murray Hill, NJ U.S.A.

Nikos Tsolas, former CEO at Cosmote Romania

Prof. Costas Courcoubetis, University of Crete, Greece

Prof. Efthimios Housos, University of Patras, Greece

Prof. Petros Groumpos, University of Patras, Greece

Prof. Kostas Goutis, University of Patras, Greece

Prof. George Papadopoulos, University of Patras, Greece

Steve Dodd, Ohio Bell, U.S.A.

Grigoris Votsis, Intracom, Athens, Greece

Akis Markatos, Investments Director at Attica Ventures, Athens, Greece

Yiannis Katakis, Intralot, Athens, Greece

Chris Maniatis, Interamerican, Athens, Greece

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