JOHN THEOPHILOS

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***PROFILE***

Competent and dedicated person with a reputation for delivery, business growth, stakeholder management and integrity with a clear mission target. Positive and proactive professionalism with high management skills especially in turning around failing projects.

Through the years the opportunity was given to manage a number of projects, the ability to initiate, plan, execute and deliver to the customer. Lead program steering committee meetings and defined, maintained program level communication and created risk management plans. Most of all managed customer relationships, conflicts as well as processes and provided program level briefings to senior management.

Most of all managed customer relationships, vendor management, escalations and program level briefings for senior management. Good experience in both public and private sectors having worked in the areas of aviation, telecommunications, banking and food industry.

# EXPERIENCE

**EE – (Orange/T-Mobile) UK**, **Services Ltd.**

04/12 –Current **PROGRAM DIRECTOR - (UK)** – Contractor

Large merger program between two leading companies under EE which is the most advanced digital communications company in Britain, providing mobile and fixed line services to 27 million customers. Leading a large innovative merging programs for Billing, Retail Services & Data Center Relocation (GBP 16M) requiring Program Management skills and experience in program phases including scoping, organizing, budget, staffing, leading, assurance, system integration, testing and delivery. Overall to planning the delivery of the program and its activities in accordance with the mission and the goals of the organization. Reporting project progress to the required Board and Business Steering Committees as well as to all relevant parties bridging technology with the business. Actively driving senior management focus on the project and managing successfully escalations and risks controls across all organization levels of all parties involved.

**Vantage Airport Group**

06/10 – 03/12 **IT&TELECOMS TRANSISTION & OPERATIONS MANAGER (UK)**

Capital project transition of 3 airports Liverpool John Lennon Airport, Robin Hood Airport Doncaster Sheffield as well as Durham Tees Valley Airport. Handling IT&T transition on major contractual and technical projects. Migrate all system dependencies and introduced both Aeronautical and Non-Aeronautical billing applications. 100 day transition on organizational changes, establishment of risk mitigation and profit assurance plan. Improvement of airport efficiency and reducing costs as well as achieving detailed transition targets with a strong involvement in airport operations.

Manage IT’s CAPEX/OPEX budgets and strategic master planning. Facilitate communication between staff, management, vendors, and other technology resources within the organization. Oversee the back office operations of the affiliate management information system, including all systems within wide-area networks. Redesign of network topology, security policy establishment and implementation of data center with disaster recovery site services.

Manage IT projects related to selection and due diligence on airport bids, ensuring appropriate acquisition investment based on corporate strategy.

**Vantage Airport Group**

08/08 – 06//10 **IT&T OPERATIONAL READINESS & AIRPORT TRANSFER MANAGER (Cyprus)**

# Hermes Airports Ltd. (Larnaca & Pafos)

Build-Operate-Transfer project for both Pafos and Larnaca new terminals. Airport/Airline operational know-how and project management capturing business needs, integration and actualizing the implementation based on international standards and practices.

Responsible for the Operational Readiness and Airport Transfer in all IT& Telecommunication systems bridging gaps between planning and construction to achieve smooth operational readiness by the set opening dates. Coordinating airport community requirements such as airlines, handlers, concessionaires and state entities providing services on common infrastructure systems such as CUTE, CUSS, air to ground, ground to ground, PABX, and BRS systems as well as network backbone (triple play) infrastructure.

Design and implementation of Operations Centre on IT&T related systems and applications including the RESA AODB, FIDS/BIDS, RMS & BRS public address, communications, access control, CCT as well as wired and wireless telecom services. System integration with AODB to support Finance, Administration and Commercial interfaces for invoicing and management decision making process.

Contractual management and development of performance measurement programs required by the airport Concession Agreement. Standard operating procedures and policies to guarantee service and business continuity of critical operational environments.

International project involvement on “Transitional Risk Analysis” on IT&T systems for Chicago Midway Airport IL, and participation in other European airport bids.

# Athens International Airport (Athens, Greece)

11/01 – 08/08 **HEAD, IT & TELECOMMUNICATIONS AVIATION SOLUTION SERVICES**

**& AIRPORT BUSINESS DEVELOPMENT**

10/99 – 11/01 **IT & TELECOMMUNICATIONS (IT&T) BUSINESS DEVELOPMENT SUPERVISOR**

Head of the information technology and telecommunication Consumers Solutions Department providing integrated services and infrastructure on a 24 hours/day to the entire Athens International Airport (16 Million Pax/y, 4 million shoppers) and to the Airport Community members. Provision of a reliable and state of the art services to the largest integrated digital business community of Greece comprising of 15,000 end users from more than 370 companies creating a self financed business unit. High availability of services practically of 99.96%, dual operation as an Integrator and a licensed Telecom operator.

A unique working technology and service excellence example of robustness and innovation in respect to best applied Telecom and IT industry practices as indicated by international benchmarks (Gartner & Forrester) and standards (ISO & ITIL).

Negotiations and contract management with suppliers and customers as well as tenders with 3rd party operators; establishment of customer retention programs. Strategic alliance agreements with major market key players such as aviation, telecom and mobile providers. Accountable to enhance and maintain Customer Care Services and operational concepts within the aviation community. Leading a team of 26 (including outsourced) people for IT& Telecom Business strategy down to billing services, IT&T procurement, telecom & PC-end user support through SLA agreements for back-to-back services as well as medium size construction projects. E-applications based on SUN JES platform. Key user in project management of critical IT&T state of the art systems which affects Unit’s P&L.

IT&T International aviation consulting initiatives based on capitalized added value, proven project implementation and innovation. Systems integration services primarily to the transportation sector with strong participation in Sydney, Budapest and Hyderabad International Airports for IT&T Business Intelligence, Master Planning, non aeronautical billing systems. Experience in airport construction, pre-operating phase and the Olympic Games 2004 project preparation with successful implementation.

# Accenture (Madrid/Barcelona, Spain)

1/98 – 10/99 **SENIOR CONSULTANT** Madrid/Barcelona

Project manager for large-scale systems integration IT&T projects and enterprises, specialized in banking sectors (financial sizes from 10-50 Million Euros). EFG Eurobank’s new core platform including several bank merges. Functional and Technical design for the development of high end application systems such as CIF, Coexistence and Time Deposits. Lead a team of more than 11 people, and managed the implementation and co-ordination in a goal oriented environments. Subsystems involved in the main applications such as loans, accounting and conversion from two separate systems due to business entities merging. Projects related to ‘Time Deposits’ and ‘Personal Accounts’, which needed both systems to coexist (on-line and BATCH) with MVS and AS/400 systems. Analyzed business requirements and performed system design for new release and enhancements. Provided unit test system changes and support to production through operational readiness.

# Frito-Lay, Inc. (Subsidiary of PepsiCo, U.S.A.)

12/91 - 10/96 **SENIOR OPERATIONS SPECIALIST** Trevose, Pennsylvania

Provided financial analysis and support to the Mid Atlantic Area Operations Manager. Implemented and introduced a new Bulk Bin Normax Analysis for the Space Management establishment of new warehouses and distribution centers; which was applied nationwide as of January 1996. Participation in training District and Zone Managers in the field, regarding Normax development. Received nationwide training on new pipeline (network application) system, to support Zone Warehouse managers minimizing product waste risk. Effective communication skills with emphasis on HQ’s functional level, area levels and total, through various projects assigned. Including training sites on various commercial of the shelf applications (QMF, SQL, Lotus Notes, Microsoft and Network based related applications).

**DIVISION OPERATIONS ANALYST** Princeton, New Jersey

Provided financial analysis and support to the North Division Service & Distribution Manager. Performed financial Analysis and Expense Forecasting for Division’s Service and Distribution.

Responsible for rolling up OPS functions, consisting of Manufacturing, Administration, Traffic, Warehouse and Sales Operations. Including annual operating budget totaling $135 Million, resulting in a $4.3 Million reduction in expense for Service & Distribution. Developed automated reporting procedures for field usage, contributing to higher tracking efficiencies and improved better time management to analyze performance indicators versus targets. Analyzed expense and volume positions versus plan for six areas, ten plants, ten warehouses, eight traffic centers and total for the North Division versus other Divisions.

***MAIN EDUCATION***

**LANCASTER UNIVERSITY**, 1996/97 - Lancaster, U.K.

M.Sc.: Advanced Distributed Interactive Systems

**DEREE COLLEGE**, 1991 - Athens, Greece

B.Sc.: Business Administration; Emphasis: Computer Information Systems