



VASILEIOS ORFANOS

Senior HR Consultant

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EDUCATION

MBA: Master of Business Administration (10/2015 - 12/2017)
University of Piraeus,
Piraeus, Greece

Specialization: Human Resources

BSc: Information & Communications Technology (09/2008 - 05/2014)
University of The Aegean,
Lesvos Island, Greece

Internship: "EMPROS Newspaper",
www.emprosnet.gr (08 - 10/2012)

LICENCES & CERTIFICATIONS

Training & Upskilling:

[Professional in Human Resources](#)

[IT Recruiting](#)

[Talent Acquisition](#)

[HR Recruiter](#)

All issued by **Reatcode - Workearly**, an approved provider by **Human Resources Certificate Institute (HRCI) & Credly** (01 - 07/2024)

PROFESSIONAL SUMMARY

Dedicated Senior HR Consultant adept at managing HR processes, resolving complex employee issues, and guiding business leaders on HR policies, compliance, and employee development strategies. Strong track record of acting as a key point of contact for employees and external stakeholders, fostering change management, and delivering innovative solutions to enhance retention, recruitment, and organizational design.

AREAS OF EXPERTISE

- **Talent Acquisition (360 Recruitment):** Talent Sourcing, Talent Pipelining, Candidate Relationship Management, Job Boards, Candidate Screening & Shortlisting, Interviewing & Assessment, Hiring, Onboarding, Candidate Experience, ATS
- **Tech Recruitment (IT & Engineering):** Software Development, Data & BI Analytics, Project & Product Management, QA & Operations, Design & User Experience, Infrastructure & Networking, AI/ML, DevOps & Automation, Digital Marketing, Fintech
- **Learning and Development (L&D):** Coordination and Execution of Employee Training, Performance Evaluations (360-degree), Design Thinking, Instructional Design, LMS
- **Organizational Development (OD):** Succession Planning, Knowledge Management, Change Management, HR Digital Transformation, R&D, Employee Experience (EX)
- **HR Operations:** Employee Relations, Payroll Transactions, HR Compliance, Labor Law, Stakeholder Management, Agile Methodology, Event Planning
- **HR Metrics (Reporting & Analytics):** Recruitment Metrics, L&D & Performance Metrics (KPIs), HR Dashboard Reporting and Analytics (Excel)
- **Tools & Software:** MS Office, SAP SuccessFactors, Absorb, Manatal, ERGANI, Trello, Notion, Slack, Discord, G-Suite, LinkedIn, Skype, Zoom, familiar with Microsoft Power BI, Tableau, WordPress, Hex, GitHub, Stack Overflow

WORK HISTORY

September 2022 - September 2024

HR Consultant - Career Coach, Reatcode - Workearly, London, UK (remote)

IT Consulting Services (Online Coaching Hub & E-Learning Provider)

TA 50%:

- Interviewed over 2,000 professionals across Europe, focusing primarily on IT, Data, and HR fields, achieving 300+ successful placements.
- Guided clients who desire to make a career change through upskilling and reskilling efforts (mock interviews, resume building, job search techniques, networking strategies, LinkedIn profile optimization, personal branding, certifications and micro-credential).
- Provided continuous coaching support to talent by sharing resources, addressing common questions via phone, Slack or email, and providing constructive feedback.
- Conducted initial screenings, facilitated first-round interviews, coordinated technical assessments, and delivered formal job offers.
- Sourced candidates using LinkedIn, GitHub, and managed data using Manatal.
- Built and maintained talent pools and pipelines for in-house needs and multiple channels of business partners, covering various job opportunities.
- Introduced mentorship and coaching programs to support continuous learning.

L&D 50%:

- Coordinated and facilitated Employee Training L&D, one-on-one training sessions, leadership training, business career coaching, and performance evaluations.
- Led the creation of onboarding programs, SOPs, HR libraries, and FAQs to standardize organizational learning and accelerate new hires' integration.
- Collaborated with vendors to deliver solutions tailored to business needs for scaling.
- Managed a database of 500 training programs and over 10,000 trainees.
- Designed educational material on platforms like Absorb and Hex.
- Deployed and monitored online courses, content updates, and exams on LearnWorlds.

SEMINARS & COURSES

Microlearning:

"Website Design" (2022)

"Optimizing Your Own Productivity" (2018)

"Effectively Managing Time & Resources" (2018)

"Economic Development & Law" (2017)

"Circle of Sales" (2015)

"ECDL Core Certificate" (2014)

POWER SKILLS

Teamwork & Cross Functional Collaboration

Critical Thinking & Problem Solving

Time Management

Servant Leadership

Integrity & Accountability

Work Ethic & Consistency

Transmissibility & Persuasion

LANGUAGES

Greek (Native)

English (Professional)

French (Intermediate)

ADDITIONAL INFORMATION

"AIESEC" Global Talent Program www.aiesec.gr (2019)

Military Obligations Fulfilled (11/2012 - 08/2013)

March 2021 - September 2022

People Operations Specialist, Ministry of Education, Research and Religious Affairs, Athens, Greece (Hybrid)

EU Projects for Adult Education offered by I.NE.DI.VI.M (ICT Sector)

- Managed day-to-day operations following EU specifications.
- Tested information systems to monitor project progress and analyzed system and user requirements.
- Handled communication with stakeholders regarding software development deliverables.
- Managed WordPress site, overseeing content updates, accordion menus, database integrations, and publication management.
- Extracted and certified reports on bugs, participant numbers, communication logs, and performance.
- Resolved technical issues and provided training for users of Information Systems.
- Maintained internal databases, analyzed HR metrics, and updated manuals and FAQs.
- Scheduled online classes and monitored training attendance for 42 rooms with 400+ participants daily as Zoom Super Admin.

January 2019 - December 2020

HR Specialist, Deutsche Telekom Services Europe, Bucharest, Romania

Outsourcing and Offshoring Consulting, Shared Service Center & BPO (EMEA)

- Subject Matter Expert for Employee Data Administration (EDA) Process Area and Inquiry Management (IM).
- Maintained organizational structure in SAP SuccessFactors for a workforce of over 8,000 employees (leave of absence management, performance management, new hires, transfers, promotions, resignations, terminations).
- Managed employee claims and provided ad-hoc key solutions for complex situations.
- Handled Ticket Service Tier 1 & 2, processing 800 - 1,000 transactions per month according to SLAs.
- Declared working shifts and hiring contracts to the Labor Inspection Platform ERGANI.
- Supported HR Business Partners with transactional tasks and escalated issues.
- Processed Personnel Action Forms and ensured proper approval with Smart HR.
- Reviewed Compensation, Payroll, and Benefits.

January 2018 - June 2018

Legal Administrative Assistant, ARAG S.A., Athens, Greece

Legal Insurance Agency & Broker (Maternity Cover)

- Managed the distribution of work for a team of 15 Lawyers, Sales Managers, and Care Incident Agents.
- Contributed to a major project focused on compliance with the General Data Protection Regulation (GDPR) as of May 25, 2018.
- Drafted and reviewed contracts, agreements, and legal documents, ensuring compliance with regulatory standards and organizational policies.

September 2015 - October 2017

Training Coordinator, Emm. K. Kondylis Associates, Athens, Greece

HR Consulting Services (Mentorship Program)

- Assisted with the implementation of the Performance Improvement Management System (PIMS) using Kaizen Blitz Methodology and Lean Six Sigma on Business Improvement Processes and Effective Communication.
- Participated in 90-day intensive training programs with IBM, NY College, and Triaina Tours & Congress S.A., boosting individual productivity by 10% and monthly recurring sales revenue by 3%.
- Collected and analyzed data from staff and administration interviews (Psychometrics, Transactional Analysis, SWOT Analysis, Skill Gap Analysis, and Action Plans using the Pareto Principle 80/20 rule).
- Identified training needs using KPIs and developed corresponding educational materials.
- Provided on-demand individual training sessions.

October 2010 - August 2014

Operations Project Coordinator, Sportlesvos.gr, Lesvos Island, Greece

Sports Media Website (Part-time)

- Hosted 3 large-scale tournaments with significant audience turnout.
- Established a prominent internship marketplace for the Aegean University students.
- Expanded operations by opening new offices and launching a newspaper.
- Grew the team from 4 to 25 members, fostering an agile work environment.