Alexandros Dermenakis

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RESUME Over the years I have acquired experience working in both technical and managerial positions. I have been guiding technically and architecturally teams of 4 to 16 developers in both new and existing projects. Some of my most notable projects were the technical planning and guidance to bring large in-house databases to the Azure Cloud (General Mills) and being the architect on the DAM upgrade of Hilton on Azure. Furthermore, I have been providing technical support for integrations to big customers such as General Motors and guiding on Cloud Development. Apart from the private sector, I have also worked on government projects. My experience is with the Belgian government where I was responsible for undertaking the implementation of a traffic control system, consisting of a web and a mobile application.

SKILLS **Operational:** SCRUM, Agile, RUP, Kanban, Coaching & Training, Release management,
Support, Recruitment, Team Management, Conflict Management
Technical: Azure Cloud, Power BI, Version Control, Software development, Automated deployments

EXPERIENCE *Technical Support Team Manager*   January 2019 - Present
Sitecore, Vorst, Belgium
- On-boarding and guidance of the global support team
- Task distribution and follow up with support team
- Define support process and automation of day to day tasks
- Owner of Cloud Development training of the Sitecore's DAM
- Assisting partners & customers with architectural decisions and integrations

Solutions Architect   August 2017 - December 2018
Sitecore, Vorst, Belgium
- Driving projects technically and communicating with clients
- Proof of concepts and pre-sales work using cloud technologies
- Software development with javascript, C# and Elastic Search
- Azure Cloud
- Data modeling and reporting with Power BI
- Preparation and execution of training to customers & partners
- Support and architectural studies for integrations teams (Web applications, Azure function & Logic Apps)

Software Project Manager   September 2014 - July 2017
TEIN Technology, Schaerbeek, Belgium
- Budget Control & Planning
- Technical documentation & requirements analysis
- Driving software development & automation projects (Agile & SCRUM)
- Pre-sales work for tenders (Private & Government)
- Resource management & Leadership (Internal & Outsourced teams)

Software Engineer   October 2013 - August 2014
TEIN Technology, Schaerbeek, Belgium
- Customization of Embedded Linux distributions
- VoIP and Linux programming in C++
- Developed with Qt 5 and QML an Embedded HMI interface
- Requirements gathering and project planning

Software Engineer   September 2012 - August 2013
ArKaos SA, Rhode-Saint-Genese, Belgium
- Project planning and requirements gathering
- Meeting with distributors worldwide for improvement of products
- Programming in C++ for Mac OS X and Windows

Software Engineer   June 2012 - September 2012
Nokia Norge AS, Oslo, Norway
- Worked on Qt Core with C/C++
- Designed and implemented a Qt patch for Color Profiles

Embedded Systems Software Engineer (Freelancer)   February 2011 - September 2012
Terragon Environmental Technologies Inc., Montreal, QC, Canada
- Real-time OS development based on Linux (C & C++)
- Development using Qt and QML

Web Developer/Designer   May 2010 - July 2010
ZabAdoo Ltd., Athens, Greece
- Communicated with clients
- Designed and maintained websites
- Worked on company's CMS

Software Engineer   May 2009 - August 2009
Dassault Systmes, Montreal, QC, Canada
- Designed & Developed plug-ins for CATIA using C++
- Worked with Human modeling and Simulation algorithms

Software Developer   September 2008 - December 2008
Matrox Electronic Systems, Dorval, QC, Canada
- Developed and debugged drivers on Mac OS X
- Designed & Developed a video playback library
- Created video effects using OpenGL and QuickTime

CERTIFICATIONS   PRINCE2 Foundation, PRINCE2 Practitioner

LANGUAGES
- **English** (fluent)   **French** (fluent)
- **Greek** (fluent)   **Swedish** (beginner)

| **EDUCATION** | *Master of Science*, Master in Management (part-time) | 2015 - 2018 |
| | Vrije Universiteit Brussel, Brussels, Belgium | |

Master of Science, Embedded Systems (part-time)   2011 - 2014
Uppsala University, Uppsala, Sweden
- Thesis at Nokia Norway on Color Profiles for Embedded Devices

Bachelor of Engineering, Software Engineering   2006 - 2011
Concordia University, Monteal, QC, Canada
- Member of the Institute for Co-operative Education

DISTINCTIONS
- Co-operative Education internships passed with distinction
- Dean's list for last academic year of bachelor's (annual GPA 4.16/4.30)

ACADEMIC   *Lab Assistant in Computer Architecture*   April 2012 - May 2012
Uppsala University, Uppsala, Sweden
- Explained MIPS assembly to students
- Helped solving assignments

Teacher's Assistant in Discrete Mathematics   September 2008 - December 2008
Concordia University, Montreal, QC, Canada
- Wrote questions for tutorial sessions and corrected in class exercises
- Solved problems on the board for students
- Provided the students with my personal notes

RESEARCH   *Computer Architecture and Power Efficiency*   January 2012 - September 2012
Uppsala University, Uppsala, Sweden
- Measuring power consumption on CPUs
- Creation of model according to application characteristics
- Construction of hardware for measuring power consumption

PUBLICATIONS   *A Novel Approach to Color Conversion on Embedded Devices*   2013
Uppsala University, Uppsala, Sweden Thesis work related to highly optimized color conversion for Embedded Systems using OpenGL ES 2 for performing color conversion through pixel shaders.