
DIMITRIOS PARASKEVAS

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SUMMARY

Eager to return to the workforce after a period (Oct 19 – present) of taking up home care duties.

I am a motivated, flexible and agile administrator with diverse and extensive (nearly 20 years) experience across private, public and academic sectors with particular expertise in the development and implementation of large-scale projects, processes and systems updates in organisations. I have excellent project management, research, Information Technology, customer service, testing, language, communication and interpersonal skills together with attention to detail, capacity to think independently, identify critical issues in advance and develop constructive, well-worked plans implemented on a structured basis. Recent roles included high level of responsibility and accountability, and were delivered effectively and efficiently in complex environments. I am an inspiring and respected people manager, vastly experienced in strategic planning, income generation, external accreditations and quality reviews, client recruitment, budgets, crisis management, navigating complexity, and working with key stakeholders across disciplines. I am highly skilled in support and training provision to organisation leaders and system users (employees, customers and students).

EMPLOYMENT HISTORY – MOST RECENT

School of Pharmacy and Pharmaceutical Sciences, Trinity College Dublin (TCD).

May 2016 – September 2019.

School Administrative Manager

- Led the planning and organising of administrative services which supported the provision and continuity of high quality undergraduate and postgraduate teaching in an efficient and cost-effective way
- Ensured the School adhered to Trinity's regulations relating to all academic and administrative matters
- Managed the administrative processes for evaluation and development of programmes offered by the School, including reviews by professional bodies and external reviewers
- Ensured an integrated and efficient administrative support service for the School's senior management team
- Provided advice to the School's committees, and ensured that policies and decisions arising from the committees were fully implemented across the School
- Oversaw the collection of data and the production of annual reports for the Faculty Dean, University Council, and the Pharmaceutical Society of Ireland (PSI) (the external public accrediting body of the School's Pharmacy Integrated Programme)
- Ensured the Head of School and other personnel working in the School were fully cogniscent of their legal requirements and related Trinity College policies on issues such as Health & Safety, data protection, freedom of information, data retention, and other similar areas
- Oversaw the implementation of University Council and Board decisions
- Led the School's financial planning and resource allocation in collaboration with the Head of School
- Managed and developed administrative systems and business processes in relation to:
 - i) preparing budgets and monitoring expenditure against them;
 - ii) ensuring resource allocation was linked to strategic and operational planning, and in compliance with government approved financial policies;
 - iii) monitoring activity in the School's recurrent and research accounts;
 - iv) preparing capital proposals;
 - v) fundraising and sourcing funding opportunities
- Oversaw the preparation of data for inclusion in the budgetary cycle
- Liaised with the Financial Services Division in relation to financial planning and management
- Managed the coordination of all School staff recruitment
- Ensured the provision of information and administrative support on HR policies and procedures
- Managed a team of seven full-time and part-time administrative staff in the School, including their training development, probationary reviews, promotion, annual leave, and where necessary grievances and disciplinary matters
- Oversaw the maintenance of School's website and the production of promotional materials
- Coordinated School representation at career fairs, open days, etc.
- Managed communications with external bodies and with the general public
- Sourced and provided expert advice during planning processes and when preparing the School's strategic plan

EMPLOYMENT HISTORY - PREVIOUS

Assessment, Progression and Graduations, Academic Registry, Trinity College Dublin.

January 2014 – April 2016.

Student Assessment and Progression Specialist

- Lead for the yearly cycle of administrative activity in relation to student Assessment and Progression
- Superior knowledge of SITS (Trinity's administrative IT system)
- Highly respected and responsive customer service expert to over 200 SITS users across Trinity College
- Well-developed thinking skills to build effective short-term solutions and propose functionality/regulations changes for long-term improvements at a system level
- Supportive trainer for new and existing staff in the use of SITS' Assessment and Progression functionalities

Student Records and Cases, Academic Registry, Trinity College Dublin.

October 2015 – April 2016.

Postgraduate Student Cases Manager

- Created and curated the first electronic archive of student cases in Trinity. Catalogued over 1000 individual student folders and in excess of 10,000 emails and other related documents
- Successfully closed over 600 new student cases with an average response time of less than 24 hours
- Developed a spreadsheet-based system for efficient postgraduate student cases monitoring

Office of the Dean of Graduate Studies, Trinity College Dublin.

September 2014 – September 2015.

Secretary to the Graduate Studies Committee

- Comprehensive administrative support for smooth running of the Committee
- Efficient development and circulation of well organised agendas
- Preparation and dissemination of clear and accurate minutes
- Drafting and circulation of letters, memoranda and other documentation in relation to Graduate Studies
- Maintenance and updating of the Postgraduate Regulations Calendar website using WordPress

Bologna Desk, Trinity Teaching and Learning, Trinity College Dublin.

September 2008 – September 2015.

Bologna Process Administrator

- Trained more than 200 Trinity College staff across all disciplines on the Bologna Process
- Oversaw and advised on the modularisation of approximately 300 undergraduate and postgraduate courses
- Placed current and historic awards on the National Framework of Qualifications
- Reviewed in excess of 100 new course proposals for compliance with the Bologna Process
- Regularly represented the function in Quality and Qualifications Ireland (QQI) and Irish Universities Association (IUA) meetings
- Developed and maintained the Bologna Desk website using Dreamweaver
- Analysed and reported on data as required by European funding requirements

GeneSIS Project, Office of the Vice Provost and IT Services, Trinity College Dublin.

February 2011 – December 2013.

Assessment Strand Lead, Business Analyst and Project Advisor

- Initially appointed as an advisor to the Project, I was transferred full-time to the Student Assessment strand team and then promoted to become the strand lead
- Analysed existing regulations and practices in order to make recommendations regarding harmonisation
- Analysed user community's needs in terms of system functionalities and reporting mechanisms
- Wrote specifications for the development of system functionalities and reporting mechanisms
- Liaised with software developers to build, customise and test functionalities
- Worked with other strand leads to successfully link student assessment to the other SITS functions
- Maintained systems along with the IT Department to appropriately operate student functionalities
- Prepared and issued formal documentation (user guides, how-to documents) for Trinity's Schools
- Trained in excess of 200 new and existing College staff in the use of Assessment functionalities
- Provided SITS support to College users, responding to over 50 individual queries a day at peak periods
- Wrote and delivered to the business the SITS Student Assessment Handover Document

Graduate Studies Office, Trinity College Dublin.

February 2007 – September 2008.

Administrative Officer

- Oversaw, in conjunction with the Office Manager, the general management of the Office
- Successfully designed, developed and negotiated the Office's advertising campaign to promote Trinity's postgraduate courses (with a budget of €100,000), and represented Trinity at international recruitment fairs
- Developed and maintained the Graduate Studies website using Dreamweaver
- Collated, categorised and analysed detailed statistics of the Office's and related external websites' traffic

- Redesigned the Postgraduate Prospectus and co-ordinated its production and that of the postgraduate regulations Calendar
- Successfully organised the annual orientation day for new postgraduate students attended by 300+ people

Accommodation Office, Trinity College Dublin.

February 2005 – February 2007. *Trinity College Residences Administrator*

- Prepared and issued multimedia information for student and summer residents and provided front desk cover for queries
- Liaised with the Treasurer's Office in regard to the timely collection of residential charges and the processing of financial reports from the Accommodation Software System
- Developed and delivered debt-collection procedures, successfully recovering in excess of €30,000 of long-term outstanding monies (out of nearly €50,000 owed)
- Conducted residents' surveys, analysed findings to identify areas for improvement of residential services and made appropriate recommendations to the Accommodation Officer
- Efficiently co-ordinated essential repairs in student and summer residences
- Assisted the Junior Dean of the College and the Warden of Trinity Hall in dealing with student discipline issues
- Assisted the Registrar of Chambers in the allocation of College residences and in guest room bookings

Department of Geography, Trinity College Dublin.

July 2004 – January 2005. *Research Assistant (six-month contract): 'The role of civil society in waste management' (Royal Irish Academy)*

- Conducted extensive literature reviews and selected appropriate publications to be used in the research project
- Identified the main stakeholders (local community groups, NGO Directors, local councillors, industry spokespeople and TDs), arranged and conducted interviews with them
- Accurately transcribed interview recordings and presented findings to the project manager
- Analysed data obtained throughout the research period
- Managed the project's €35,000 budget

Embassy of the Republic of Cyprus, Dublin.

July 2003 - June 2004. *Accountant, Archivist and Office Manager*

- Prepared and submitted the Embassy's annual budget request to the Cypriot Department of Foreign Affairs; managed the Embassy's annual budget of more than €250,000 (excluding staff salaries) and the monthly staff payroll and expenses; prepared and processed VAT returns and liaised with Customs for the clearance of imported goods
- Successfully negotiated new and renewal service contracts, invited and assessed tenders for the provision of additional equipment and services
- Ensured compliance with all building and general safety regulations
- Ensured good working order of all electronic equipment (PCs, printers, fax, photocopiers)
- Co-ordinated communication of all classified information between the Cypriot Ministry of Foreign Affairs and the Embassy; represented the Embassy at official events during the Irish presidency of the EU and the accession of the Republic of Cyprus to the European Union
- Drafted official letters on behalf of the ambassador; participated in talks and eventually partnerships between the Embassy and Cypriot companies looking to import and promote their products in Ireland
- Organised and maintained the Embassy's archive, containing in excess of 2,000 files

Barclaycard International, Dublin.

March 2000 – June 2003. *September 2001 – June 2003. Team Leader of the Greek Debt Collections Department*

- Managed, provided support, monitored performance, trained and coached a team of eight agents
- Successfully led the team to outperform all other markets, constantly achieving the highest numbers in terms of 'promises to pay', percentage of such promises kept and relative debt recovery
- Appointed as mentor and coach of the Spanish debt collection agents
- Developed a debt collections strategy for Barclaycard in Greece

March 2001 – August 2001. *Assistant team leader (Greek Customer Service)*

- First appointment to position within the company, selected from more than 100 customer service agents
- Managed and monitored performance of twelve agents, providing support to team members and substituting the team leader when necessary

March 2000 – March 2001.

Credit card advisor for the Greek Barclaycard and the International US dollar Barclaycard

- Provided customer service and debt collections support with emotional intelligence, sensitivity, understanding, discretion, a high level of initiative, diplomacy and confidentiality
- Conducted detailed fraud investigations
- Developed localised letter templates and translated business documents

Freelance Translator, Interpreter and Language Teacher.

1991 – 1998.

Developed a regular clientele of English and Serbian language students and translation clients (including the local Chamber of Commerce) in Katerini, Greece.

DEMONSTRATED SKILLS

- **Language skills:** Fluency in English and Greek. Professional working knowledge of Serbian, Croatian and Spanish.
- **I.T. skills:** Excellent working knowledge of MS Office, MS SharePoint as well as various Oracle databases and web tools (such as SurveyMonkey surveys and Doodle polls). Extensive experience in website maintenance using Dreamweaver and WordPress. Basic Python and HTML/CSS coding skills.
- **Other skills:** Full clean Irish driving licence.

QUALIFICATIONS, AWARDS & TRAINING

M.Sc. in Environmental Science (overall grade: 2.1)

The University of Dublin, Trinity College Dublin, 1998 – 1999.

Dissertation title: Application of an aesthetic quality river pollution index to County Dublin.

B.Sc. in Agricultural Science (overall grade: 7.05 / 10, equivalent to 2.1)

Aristotle University of Thessaloniki, 1991 – 1997.

Dissertation title: Assessment of six new grape varieties for their quality characteristics.

Honorary award: M.A. (jure officii)

Trinity College Dublin, the University of Dublin, June 2018.

Honorary Master in Arts awarded by the University of Dublin, Trinity College Dublin.

Certification: Prince2 Practitioner Certificate in Project Management

Axelos Global Best Practice, March 2020.

Training courses completed: GDPR, Dreamweaver, WordPress, Servant Leadership for Project Managers, Mentoring, Child Protection, Recognising and Helping People in Distress, Unconscious Bias, Effective Communication, Staff Management and Evaluation, Conflict Resolution, Gaining Insight into Self and Others, Records Management, Minute Taking, Time Management and Task Prioritisation, Records Management, Interviewing and Recruiting Techniques, Debt Collection Techniques, Motivation Skills, Presentation Techniques, Customer Care, Inter-Cultural Relations, Social & Digital Advertising, iProcurement, iExpenses, Transgender Equality, Interpreting and Translation.

PERSONAL INTERESTS

Languages, politics, travelling, dancing, sports, world cinema, theatre, music.

REFERENCES

Available upon request