**Summary**

* Accomplished IT professional with a combined 15 years of experience in network/server systems & web development, and 2 years in project management.
* Committed to utilize this valuable blend of skills to provide exceptional service in IT operations and infrastructure projects.
* Excellent analytical troubleshooting skills.
* Experience with TCP/IP, DNS, DHCP, SAN, VLANs, VMware & Active Directory.
* Experience in multi-vendor environments and managing customer expectations.
* Coordinates effectively with stakeholders and diverse project teams.

**Systems/Software**

Cisco Switches, Routers   
HP/Dell Servers  
Windows Server 2008  
MS Project, Visio  
HP OpenView  
PacketShaper

**Professional Experience**

PROJECT MANAGER – HEALTH CARE SERVICE CORP (Blue Cross & Blue Shield of Illinois)

CHICAGO, IL – May **2013** / **Present**

* Successfully managed a $1.5m WAN project optimizing SONET circuits and MPLS networks, utilizing multiple project teams spread across Illinois and Texas, saving the company $3.5m/year.
* Managed an enhancement project for converting the batch processing of 500k daily medical claims to real time. Currently managing a $1.2m PeopleTools Upgrade project.

PROJECT MANAGER – WIREDELTA

GREECE – July **2012** / July **2013**

* Generated new business for Copenhagen based WireDelta Web Development firm by closing Western Asia’s largest online game publisher, DAO Games, successfully managing the implementation of their Nova Worlds web portal.
* Demonstrated outstanding leadership and superb project management skills in all phases of the project lifecycle (from requirements and designs, through launch and support) successfully leading technical and creative teams remotely.

SYSTEM ENGINEER & IT SITE LEADER, GENERAL MOTORS HELLAS ACCOUNT – HEWLETT PACKARD

MAROUSSI, GREECE – February **2004** / April **2012**

* Ensured smooth operation of GM’s IT infrastructure consisting of Cisco routers and switches and HP/Dell servers.
* Performed test security audits on servers and network devices, documented policies and procedures and verified compliance for upcoming audits.
* Created and tested Disaster Recovery Plans for GM’s IT systems.
* Collaborated with engineers, managers and vendors from diverse geographical locations including Europe, USA, Brazil, and India, participating in the planning of IT projects for GM’s infrastructure in Athens.
* Drove impressive improvements in metrics as a result of rigorous monitoring and support, with zero tickets in the red/yellow zone for over 2 ½ years after being promoted to IT Site Leader on 11/2009.

SYSTEM ENGINEER/PROJECT MANAGER/FOUNDER – EPICON TECHNOLOGIES  
MAROUSSI, GREECE – December **2004** / **Present**

* Designed and implemented LANs for clients in the Athens region.
* Supplied, installed and configured Windows 2003/2008 servers utilizing Active Directory for clients in the Athens region.
* Designed and produced 3D and 2D advergames for international clients including Boehringer-Ingelheim, effectively promoting their brands. Created the designs, project schedule, formed and managed teams of programmers and artists, and performed rigorous testing/tweaking.
* Current role limited to remotely guiding high-level strategic initiatives for an EU-funded research project.

SYSTEM ADMINISTRATOR – ATHENS 2004 OLYMPICS

MAROUSSI, GREECE – October **1999** / January **2004**

* Created and managed 50 VLANs and DHCP scopes, configured Cisco Catalyst 3548 Switches and managed the central switch Cisco Catalyst 6509.
* Utilized CiscoWorks to aid in configuration, administration, monitoring and troubleshooting of the organization’s Cisco based networks.
* Co-planned all server/network installations and upgrades on a fast growing network that grew from a handful of employees to over 4000 users and 80 servers in four years
* Managed 8 Dell clusters (File Server, MS Exchange, MS SQL), SANs and performed daily system and network administration.
* Developed logon scripts, Outlook scripts, and Active Directory policies.
* Performed excessive security monitoring and auditing using PacketShaper.
* Monitored and maintained all servers using HP OpenView and other system management utilities.

IT SUPPORT – MICROAGE, INC.  
CHICAGO IL USA – October **1997** – October **1999**

* Provided IT support for Micoage’s clients, Abbott Laboratories and the Illinois Department of Employment Security.

**Education**

Bachelor’s Degree in Computer Science (System Programming)   
Northeastern Illinois University – Chicago IL, **1997**

Designing Cisco Networks (24 hours)  
Implementing Cisco Network Devices (40 hours)  
(3) MS Windows Server courses

Pouliadis – **2002**

HP OpenView Fundamentals for System Administrators

Hewlett Packard Hellas - **2002**

“*Nick is a very pleasant person to work with, tackles the issues on a consistent manner.  
He is a problem solver and dedicated to manage his assignments on the best possible way, also fast and does quality work.  
He has very good interpersonal skills, also good and precise in communication and an excellent team player.”*  
**Charlie Wolf, President & MD - General Motors, GR**

*“Nick worked in my team and based on his work, I would rank him as one of the best resource we have ever had.”*  
**Lucilla Spila, Service Delivery Manager  
Hewlett Packard, Italy**