

Dimitris Stefanou

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** US permanent resident authorized to work*

GLOBAL SUPPLY CHAIN / PROCUREMENT / FACILITY MANAGER

I am a solution-oriented, highly organized professional with a strong background in supply chain, procurement, facility management and logistics coordination involving projects in less than ideal conditions. Recognized abilities in problem solving with extensive knowledge in areas of negotiations, ordering, contracting and performance metrics development. Proven leader with a track record of improving bottom-line and operational efficiency. Accustomed to meeting deadlines in high pressure situations within a team-oriented framework. Proficient in Windows and MS-Office applications and user of IT applications (i.e. Ariba SmartBuy, ESP, BI, Workbench, SAP).

Key Qualifications:

- | | | |
|--------------------------|-------------------------------|----------------------------|
| ◆ Negotiations | Contracting and Ordering | Supplier Selection |
| ◆ Cost Control | Process Improvement | Supplier Evaluation |
| ◆ Team Management | Project Management | Strategic Planning |
| ◆ Logistics Coordination | Shipping/Receiving | Procedural Standardization |
| ◆ Customer Service | Inventory Line Item Reduction | |

PERSONAL INFO

- Date of birth: February 10th, 1970
- Marital Status: Married (2 children)
- Nationality: Greek
- Holder of A, B and C driving license categories

EDUCATION

TECHNOLOGICAL INSTITUTE OF CRETE (T.E.I)
B.S. Electrical Engineering, September 1992

Heraklion, Greece

EXPERIMENTAL SCHOOL OF ATHENS UNIVERSITY
High School Diploma, June 1987

Athens, Greece

PROFESSIONAL EXPERIENCE

ERA Ltd (Family business)
Consultant on as-needed basis for Congress Management

Athens, Greece
May 2009 – Present



- Interact closely with Firms executives and administrative staff to ensure the seamless planning and coordination of meetings, conferences and other events, especially in Pharmaceutical area.
- Conferring with clients before, during and after their events, maintaining a positive relationship and responding to inquiries and requests in a timely manner.

- Communicating to all relevant internal departments and subcontractors the specific needs of the client, both in advance of and during the course of events.
- Producing Event Protocols and/or comprehensive meeting “resumes” documenting events and sharing detailed information with all involved departments.
- Quickly identifying booking conflicts or potential booking conflicts, suggesting solutions and if not immediately resolved, discussing such conflicts with the Management of the Congress Venue.
- 1st level of IT support with call qualification and resolving.
- Perform office manager duties.

**OTEAcademy SA (Subsidiary of OTE SA)
Procurement and Administration Manager**

**Maroussi, Greece
Sep 2010 – Feb 2011**



- Managed operational budget and expenditures.
- Oversaw the maintenance and repair of electronic equipment and infrastructure.
- Developed and implemented purchasing and contract management instructions, policies and procedures.
- Consulted with users, management, vendors and customers to assess computing needs and system requirements for seminar needs.
- Oversaw construction and renovation projects to improve efficiency and to ensure that facilities met environmental, health and security standards; purchased necessary equipment to develop infrastructure.
- Processed requisitions and purchase orders for supplies and equipment.
- Located vendors of materials, equipment or supplies, represented OTEAcademy in negotiating contracts and ensuring product availability and defining collaboration terms.
- Recruited, trained, supervised staff and participated/contributed in staffing decisions.
- Evaluated the organization's technology use and needs and recommended improvements, such as hardware and software upgrades.
- Coordinated administrative activities of the Academy in order to provide a superior business experience to both internal and external customers. Extended secretariat hours to cover all business needs.
- Monitored all the Facility to ensure that it remained safe, secure and well-maintained in an effort to enhance customer experience.
- Developed computer information resources, data security and control, strategic computing and led disaster recovery business opportunity.
- Developed data mining algorithms to enhance productivity and reduce costs.

**Hewlett-Packard Hellas EPE
Global Supply Chain Manager**

**Maroussi, Greece
Nov 2003 – Mar 2009**

**HEWLETT
PACKARD**

- Implemented new Services Procurement role in HP Hellas and trained colleagues in the use of Procurement Tools, Policies and Procedures.
- Designed and implemented procurement of products and services that support business needs (Customer Projects) for new opportunities and cost reduction strategies.
- Engaged with Business Managers in various business opportunities with bid process and e-procurement tools.
- Super user of Procurement Software applications to register cost reductions and contracts creation.
- Developed and implemented procedures and systems to evaluate and select suppliers.
- Monitored suppliers performance and procurement program success providing action plans.
- Participated in sub-regional projects such as ASL (Approved Suppliers List), Operations Guidelines, Thresholds and Limits definitions.
- Developed and implemented purchasing and contract management procedures according to Company's Procurement policy.
- Negotiated prices and various contracts terms with suppliers, regularly in order to meet cost contribution targets set by line management.
- Provided procurement and contractual support to local Education and Training department.
- Member of MEMA Sub region and leader of outsourcing subcontracting services.

Wind Hellas SA (former Stet Hellas SA)
General Services and Property Manager

Maroussi, Greece
May 1998 – Jul 2002



- Searched for the necessary space to rent, for offices and shops for the accommodation of employees and Company's activities.
- Managed and oversaw operations, maintenance, administration, and improvement of Company's properties.
- Investigated and addressed complaints, disturbances and policy violations while adhering to management rules and regulations.
- Purchased building and maintenance supplies, equipment, or furniture with ergonomic specifications.
- Prepared and administered facility contracts such as maintenance, security and janitorial services.
- Administered corporate correspondence, distribution and shuttle service between Company's facilities.
- Developed and administered Time & Attendance applications for personnel access in Company's facilities.
- Helped develop and prepare Company's policies and procedures.
- Maintained contact with insurance carriers, fire and police departments, and other agencies to ensure protection and compliance with codes and regulations.
- Served as liaison with Occupational Physician and Technical Engineer.
- Inspected grounds, facilities, and equipment routinely to ensure smooth operations.

Wind Hellas SA (former Stet Hellas SA)
Purchasing Coordinator and General Services Supervisor

Maroussi, Greece
Jan 1997 – Apr 1998



- Contributed in budget preparation with cost estimates for the purchase of mobile phones for the Company and distribution channels.
- Collaborated with marketing department in order to determine terminals and accessories needed to purchase. Testing of new products (new brands and new technology).
- Performed market research of original mobile phone and accessories, purchasing in volume with the best T & C's ensuring products availability according to marketing plan.
- Purchased mobile phones and accessories for Company's direct sales and distribution channels (dealers), reviewed stock levels and re-ordering process through ERP IT system (SAP). Made sure that stock protection process was followed accordingly.
- Carried out onsite inspection during physical stock audit in main warehouse, twice a year, with reporting statements. Continuous collaboration with Finance department for the preparation and communication of inventory audit process to exclusive shops managers.
- Controlled expenditures, reviewed and consolidated supplier database reducing inventory stock levels.
- Managed physical facilities and other company assets. i.e.: mobile phones, company cars, capex.

Wind Hellas SA (former Stet Hellas SA)
Service Technician

Maroussi, Greece
Jun 1995 – Dec 1996



- Provided customer support with 1st and 2nd level repairs of mobile phones (Ericsson, Motorola, Nokia, Siemens). Train users on product use.
- Assembled, tested, adjusted and replaced/repared mobile phones and accessories according to engineering instructions, technical manuals and knowledge of electronics, using hand and power tools.
- Engaged with warehouse and sales support in Teletest Exclusive Shops in Maroussi and Glyfada.

Germanos SA
Service Technician and Sales representative

Athens, Greece
Mar 1994 – Mar 1995



- Sales representative focused in mobile Telecommunications area.
- General Technician in various electronic products of the store.
- Trained in re-chargeable batteries.



- Engineer specialized in installation of Telecommunications equipment
- Experienced in car, home alarm systems and closed circuit television installations and troubleshooting.
- Programming and configuration of Alcatel and Panasonic (home and business) call centers.

MOST SIGNIFICANT ASSIGNMENTS

- 2007: Contributed to various HP sub-regional projects such as PO vs. NON-PO, Procurement policies, Procedures and Guidelines, Supplier review and evaluation, Localization of various tenders.
- 2006 - 2007: Prepared and presented ASL (Approved Suppliers List) for CEE & MEMA countries during my professional experience at HP.
- 2002: Led the Project entitled "Relocation of STET HELLAS Head Offices to a new complex building".
- 2002: Led the Project entitled "Relocation of STET HELLAS Customer Service to the newly acquired building at L. Athinon.
- 2002: Contributed in the relocation of Data Warehouse for STET HELLAS from Maroussi to L. Athinon Building.
- 1999: Member of the Task Force Group of Y2K project.

LANGUAGES

- Greek : Native language
- English : Fluent
- French : Basic

COURSES AND SEMINARS

- 2003 - 2009: Various Seminars focused in Procurement area at HP (250 hours)
- 2002 : Finance for non-financial Managers at STET HELLAS (24 hours)
- 1997 : Performance Appraisal at STET HELLAS (8 hours)
- 1996 : Introduction in Systems Applications and Products in data processing at SAP HELLAS (40 hours)
- 1996 : Repair Center Certification for Level 3 GSM terminals at Ericsson Hellas (40 hours)
- 1996 : Introduction in Marketing at American College (42 hours)

Reference letters are available upon request