

## IOANNIS D. KOUNTOURIS

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### CAREER SUMMARY

Experienced telecommunications sales professional with a long & on-target track record of customer engagements & projects in multinational and Greek environments. Solid engineering academic background plus MBA. Strong technical orientation & business understanding with consistently high performance and results. Specialized in Telecommunications & IT Networks and Services, preparing optimal Customer Solutions using Consultative sales approach. Analytical skills, strategic thinker, building long lasting business relationships.

### WORK EXPERIENCE

**07/2012 onwards**

**T-Gate**, Athens, Greece

#### ***Solutions & Delivery Manager***

Engaged in Solution Design, Pricing and Delivery Management over a broad portfolio of services.

Outlining technical services proposals based on Customers' training needs/requirements, design and handshake scope of work. Supporting Partners and Customers as Prime Bidders in their own RFQs/Tenders and sales.

End-to-end project management for the smooth and qualitative delivery of projects/programs in the preparation, deployment and follow-up phase.

**09/2004 – 03/2012**

**Ericsson Hellas**, Athens, Greece

***Senior Solutions Manager, Broadband Networks*** (1/2010 – 3/2012)

***Solutions Manager, Access & Transmission Networks*** (1/2006 - 12/2009)

***Senior Solutions Engineer, Access & Transmission Networks*** (9/2004 - 12/2005)

Solutions Areas of expertise:

- Fixed Broadband Access (Fiber/DSL, Fixed Wireless), Microwave/Packet Optical Transport, respective Element Management/Network Management systems

Main Customers/engagements:

- Mobile/Fixed operators in Greece, Cyprus, Malta, Balkans

Responsibilities:

- Analyzing and developing profitable, customer focused, technical solutions
- Selling competitive customer solutions through a consultative approach, involving several product areas, services and 3rd party products for multiple accounts
- Preparation of Customer/Account Business Cases, Tenders/Bid responses as Customer Solution Responsible

Achievements:

- Long & successful track record of company/department/personal targets met (such as net sales, customer satisfaction index, amount of successful engagements)
- Trusted technical advisor of key customer & corporate contacts

**1/2000 – 9/2004**

**Intracom**, Athens, Greece

#### ***Product Manager, Wireless Access Systems***

Responsibilities:

- Product Roadmap Follow Up – Product Improvements/New Features
- Customer Presentations, Participation In Product Marketing Events, Preparation Of Marketing Material
- Preparation of Technical Solutions Descriptions, Equipment Lists, Statements of Compliance for tenders
- Selection of third party infrastructure solutions (antenna towers, power supply, solar systems)
- Contracts Implementation, Sales Orders, Production Plan Follow-Up

Main Customers:

- Fixed services operators in MEA, Balkans, Eastern Europe

Achievements:

- Key contributor in promoting successfully the product line in new customers, markets

- Recognized as reference person for improving sales & distribution processes for the products/solutions under responsibility

**12/1994 – 2/1998**

**National Technical University of Athens (NTUA), Athens, Greece**

**Research Engineer**

Responsibilities: Participation in European R&D projects, in the area of mobile/personal communications, service engineering and broadband networks within EU Programmes (ACTS, RACE, ESPRIT). Preparation of relevant technical proposals.

## **EDUCATION & TRAINING**

**9/2007 – 7/2009 Athens University of Economics & Business (AUEB)**

Executive MBA

**11/1994 – 6/1996 National Technical University of Athens (NTUA)**

Certificate of successful Post-Graduate Advanced Telecommunication Course completion (part of program leading to Ph. D. title, not completed)

**10/1989 – 10/1994 National Technical University of Athens (NTUA)**

Diploma in Electrical and Computer Engineering

Thesis: "Propagation Model for Mobile Telecommunications"

### **Seminars**

Google Project Management: Professional Certificate, 6-course specialization, via Coursera (2022)

Building Cloud Computing Solutions at Scale, Specialization by Duke University, 4-course specialization, via Coursera (2022)

Software Development Processes and Methodologies, University of Minnesota, via Coursera (2022)

Moving to the Cloud, The University of Melbourne, via Coursera (2020)

FTTH Presales Design, Ericsson AB, 4 days (2011)

Broadband Community Knowledge Sharing Events, Ericsson AB, Prod. Line BB Access, 2 days annually (2007-09)

Various Human Skills & Sales Trainings by Dale-Carnegie, ICAP, KPMG, Synapses, 1 -2 days each (2008-2011)

Wireless Communications Course (45 Hours), Athens Information Technology (AIT), 2004

Economics & Management ("mini-MBA") Course (60 Hours), Athens Information Technology (AIT) / Athens Laboratory of Business Administration (ALBA), 2003

Wireless Systems Marketing & Sales Course (30 hours), Ericsson Microwave Training Center, May 2001

Wireless Links Commissioning & Field Service Course (30 hours), Ericsson Microwave Training Center, May 2000

## **PERSONAL SKILLS AND COMPETENCES**

### **LANGUAGES**

**ENGLISH** [fluent – Cambridge Proficiency in English]

**FRENCH** [good – Certificat]

**GERMAN** [good – Mittelstufenprüfung]

**GREEK** [mother tongue]

### **COMPUTER LITERACY**

Experienced user of SAP ERP system/SD module.

Competent in MS Office, MS Project, Visio, Internet applications

### **ADDITIONAL INFORMATION**

Military Service: Fulfilled as *Power Systems Engineer*, in Hellenic Airforce (3/1998-11/1999)

Nationality: Greek

Date of birth: 04.07.1971

### **PUBLICATION**

A. G. Kanatas, I. D. Kountouris, G. B. Kostaras, P. Constantinou, "A UTD Propagation Model In Urban Microcellular Environments", IEEE Transactions on Vehicular Technology, vol. 46, no.1, February 1997, pp. 185-193

### **MEMBERSHIPS**

Member of Hellenic Technical Chamber

### **REFERENCES**

Available on LinkedIn profile: <http://www.linkedin.com/profile/view?id=65160422>