

# Curriculum Vitae

## Personal information

First name(s) / Surname(s)	<b>Nikolaos Arkoudis</b>		
Address	15 , At. Diakou GR-13231, Petroupoli (Greece)		
Telephone(s)	2105060692	Mobile	6976080272
E-mail(s)	nikosarkoudis@yahoo.gr		
Nationality	Greek		
Date of birth	03/12/1984		
Gender	Male		

## Work experience

Dates	01/12/2014 – today
Occupation or position held	Business Analyst – platform expert/DEV
Main activities and responsibilities	Implement and support automation (RPA, BI) on destination management companies (DMCs) and Online Tour Operators (OTAs).
Name and address of employer	ANIXE Hellas , 115 Kifisias Av, Athens
Type of business or sector	B2B sales/Information technology
Dates	01/12/2013 – 01/12/2014
Occupation or position held	Business Analyst - – platform expert/DEV
Main activities and responsibilities	Implement and support automation (RPA, BI) on destination management companies (DMCs)
Name and address of employer	Meeting Point International, 5 Agg Pirri str , Athens
Type of business or sector	Destination management company
Dates	01/10/2012 – 01/10/2013
Occupation or position held	Business Analyst
Main activities and responsibilities	Lead and support the integration of S-management plus system within Greek municipalities
Name and address of employer	Epafos ltd , 46-48 El Venizelou Av. , Kallithea
Type of business or sector	B2B sales/Information technology

Dates	01/07/2009 – 30/06/2011
Occupation or position held	Pre Sales specialist
Main activities and responsibilities	Managing existing and developing new customer base, performing all needed actions in order to identify existing or create new opportunities in the area of IBM services, handle RFPs related to IBM services (ITS) from A to Z, prepare and submit proposals related to IBM services, perform negotiations directly with the customer related to projects, following up and lead the delivery of relevant won cases acting as the owner of the case, communicating with all the departments that needed to be part of the project, escalate issues and risks to the senior management team, sales & revenue targets for subject cases
Name and address of employer	IBM Greece SA 284 Kifissias Av., Halandri
Type of business or sector	B2B sales/Information technology
Dates	15/12/2008 - 30/06/2009
Occupation or position held	Help desk support agent
Main activities and responsibilities	receiving and handling inbound calls concerning technical assistance
Name and address of employer	TELEPERFORMANCE 330 Thisseos Av., Kallithea
Type of business or sector	Telecommunications
Dates	16/04/2004 - 16/12/2004
Occupation or position held	Telesales
Main activities and responsibilities	Support the sales of OTE products (8 months contractor as a student)
Name and address of employer	OTE 85 Patision Str, Athens
Type of business or sector	Telecommunications

## Education and training

Dates	1/10/2011 – 8/7/2013
Title of qualification awarded	MSc in International Business Management with specialization in International marketing
Name and type of organisation providing education and training	T.E.I. of Piraeus , Department of Business Administration
Dates	15/10/2002 - 05/02/2008
Title of qualification awarded	B.Sc degree in Informatics
Name and type of organisation providing education and training	University of Piraeus, Department of Informatics 80, Karaoli & Dimitriou Str., 185 34 Peiraeus
<b>Personal skills and competences</b>	
Mother tongue(s)	<b>Greek</b>
Other language(s)	<b>English</b> Proficiency level (ECPE).
Publications	Behaviour of Elderly Users on Facebook toward Viral Marketing Messages: A Comparative Study between the European Union and the United States Journal of Marketing and Operations Management N Arkoudis, I Samanta Journal of Marketing and Operations Management Research 2 (1), 1
Awards	5th winner of the 2 <sup>nd</sup> I-Bank Innovation & Technology Competition (among 350 participants) - organized by National Bank of Greece – with the project: “One stop shop/platform for e-trading of olive oil directly from Greek producers to the global market”. The competition included the presentation to top executives of NBG of the twenty projects (business plans and demo applications) which qualified in the final stage.

Computer skills and competences	<ul style="list-style-type: none"> <li>• Experience through project development as a freelancer with the below technologies: Java , C++ , C# , VB , Delphi , php , MySQL , MS SQL , CSS , HTML,</li> <li>• joomla , wordpress , dotnetnuke</li> <li>• Ms Office , SPSS</li> <li>• Experience with e-marketing campaigns with google adsense &amp; google adwords , facebook , email marketing , viral marketing</li> </ul>
Projects	<ul style="list-style-type: none"> <li>• MSc Degree paper(under implementation): Viral advertising pass-on behavior of facebook users: The case of the Greek generation of eighties babies</li> <li>• B. Sc. Degree paper : “ Secure web services in the Greek financial industry”</li> <li>• Case studies of Compaq and Cisco as additional Tests of the External Technology Life Cycle Model</li> <li>• Innovation Management – Apple Case</li> <li>• Strategic informatics systems and e-commerce – The E-shop.gr Case</li> <li>• Case study : Technological standards and Dominance – <i>The Art of Standards wars</i></li> <li>• Portfolio diversification , Markowitz , CAPM , APtheory</li> <li>• Strategic analysis of small and medium companies – The Arotron case</li> </ul>
Driving licence(s)	B
<b>Additional information</b>	Military obligations: Fulfilled