

Vangelis Dimellas

◀ *Digital / Web Project Manager* ▶

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Born in 06/09/78 ■ Single ■ American/Greek dual citizenship

Profile Summary

A digital / web project management professional with hands-on development experience and a progressive career in the web and mobile marketing solutions market in Greece and UK. Recognized for ability to link people and resources and exceeding goals, while applying skills in the following areas: performing the **technical activities (technical skill)** of the project, understanding and motivating **individuals and groups (human skill)**, and coordinating them toward the accomplishment of **business objectives (commercial skill)**.

Credentials & Competencies

- Deep Technical Understanding & Practice
- Knowledge of Content Management Systems
- Ability to Lead, Motivate & Manage Team
- Providing Digital Marketing Advice to Customers
- Expert in Core Languages & Concepts of the Web
- Adept in Providing Advanced Customer Service
- Establishing Quality Administration Standards
- Advanced Mathematical & Numerical Skills

Professional Experience

ICAP WEB Solutions Unit / ICAP GROUP S.A. ■ Athens, Greece

02/2013 – 02/2018

The largest Business Services Group in Greece with presence in the South-East Europe

Position Currently Held: **Web Project Manager**

- Established internal processes, formalized the entire operating structure of the unit, assured day-to-day activities.
- Created services portfolio that includes web sites, e-shops and other e-marketing solutions (i.e. e-mail & SMS campaigns).
- Coordinated and trained an extended team of diversified professionals: graphic designers, back office, sales teams, pre-sales team.
- Liaised with customers in order to provide customized web solutions.

Technical Project Management:

- Active member of the entire life cycle of the technical project (client requirements, technical design, execution, delivery).
- Created and maintained library for technical material (technical proposals, user guides, presentations, project status reports, price lists, etc.).

P&L Management:

- Conducted financial analysis, built and managed Profit & Loss (P&L) statements and reports, identified profit and cost centres.
- Determined financial eligibility for expense approvals, made cost cutting decisions.

Career Highlights

- *Successfully **set up and grew** the ICAP WEB Solutions Unit, in challenging market conditions.*
- *Proposed action: **designed** and delivered **integrated** digital services portfolio and **boosted** income via cross selling.*
- *Undertook and led the **Quality Assurance** Certification process, learned the principles and practices of system audits compliant with ISO.*
- *Managed to build a strong **culture** for ICAP WEB Solutions Unit, among staff, colleagues, clients and partners, providing a **clear direction** and removing roadblocks for stakeholders.*

Customer Service Expert Advice & Support:

- Built excellent long-term relations with customers by providing consulting and expert knowledge on e-marketing issues based on online platforms (i.e. Google Analytics) and client needs questionnaires.
- Trained end users.

LOCOTEL S.A. ■ Athens, Greece
Provider of Mobile Messaging services

01/2010 – 01/2013

Position Held: **SMS Project Manager**

- Designed and executed SMS solutions for corporate clients (banking institutions and in general B2C companies, consumer goods companies) based upon their particular needs.
- Facilitated linkages between international telecommunication services providers (UK, Croatia, India) and various external teams and stakeholders.

Position Held: **Senior Web Developer**

- Designed and coded technical solution for online SMS gateway.
- Identified system deficiencies, implemented effective solutions making sure the correct functioning of the SMS gateway.
- Coordinated and managed Junior Web Developer and Graphic Designer.
- Gained expertise in SMS banking code development.

Early Work Experience

External Collaborator & Freelance Activity ■ Web Relations / Greek Geeks 08/2009 – 01/2010
Senior Web Developer ■ YOU TRAVEL.COM ■ Athens, Greece 02/2006 – 07/2009
Web Developer ■ CALL CENTER HELLAS / NEWSPHONE GROUP ■ Athens, Greece 06/2004 – 02/2006
Web Developer ■ RED.COM.ANTS ■ Athens, Greece 06/2003 – 06/2004
Software Engineer ■ TS ASSOCIATES PLC ■ London, United Kingdom 11/2000 – 11/2001

Education

UNIVERSITY OF GREENWICH London, United Kingdom
M.Sc. Computing & Information Systems 1999 - 2001
B.Sc. (Hons), Mathematics, Statistics & Computing 1996 -1999

Technical Skills

Web Development : PHP, Joomla, Wordpress, JavaScript, jQuery, HTML, XML, ASP
Databases : SQL Server, MySQL
Web Analytics : Google Analytics, Google Webmaster Tools
Office Applications : MS Office (Advanced use of Excel, Word, PowerPoint, Outlook)

Additional Information

Languages : Greek, native speaker ■ English, fluent
Military Service : Fulfilled, Hellenic Army, Infantry (01/2002 – 03/2003)
Interests : Jogging, Basketball, Football, Poker, Cinema