

## DIMITRIS VERVERELLIS

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### SUMMARY

Project Manager / Business Analyst with 20 years' experience in complex software projects and skilled in streamlining IT systems delivery. Practical and resourceful in IT operations and maintaining schedules to ensure timely completion of assigned projects. Expert managing diverse teams and resources to drive successful completion of project milestones and deliverables.

I am a structured person that enjoys coordinating and managing a team to deliver organizational objectives. My values consist of Product, Client and People which together will bring positive results for the business. My experience in complex projects globally has given me the advantage of thinking out of the box, finding solutions and handling stakeholders internally and externally whilst always upholding a good relationship.

### WORK EXPERIENCE

#### EUROPEAN DYNAMICS

##### Project Manager / Business Analyst

Athens, Greece  
08/2020 – Current

- Undertake Project Manager and Business Analysis activities.
- RAID management (Risks, Assumptions, Issues & Dependencies)
- Facilitate reporting to project board.
- Organize and facilitate workshops with stakeholders.
- Requirements definition, clarification, and prioritization.
- UI/UX analysis and design of wireframes.
- Assist in project design and in identifying and organizing solutions that correspond to business requirements so that they can be deployed by the development team.
- UAT Planning and execution of test cases with business team.
- Production of various deliverables (as-is, to-de, requirements documents, user stories, use cases, user guides, process mapping, diagrams, business process re-engineering, test cases, technical specifications, design documents, , data migration document) design.
- Liaise with various teams and other project partners.

#### Project:

World Intellectual Property Organization, Switzerland, WIPO GREEN Platform Re-build Project.

#### CAPITAL CITY WASTE SERVICES

##### Business Systems Manager

Sydney, Australia  
02/2019 – 07/2020

- Direct report to CEO.
- Lead digital transformation to improve business processes, culture, and customer experiences.
- Introduced and developed Business Intelligence / Analytics in Finance, Operations, and Sales.
- Responsible for the evaluation, selection, and deployment of Zoho CRM solution. Built sales pipeline and pipelines metrics.
- Introduced and developed the use of KPIs to improve company's operations.
- Responsible for the evaluation, selection, and deployment of DocuSign e-signature solution for Sales team.
- Manage the day-to-day running of business systems, provide timely and reliable support to the business.
- Deployed data governance principles and practices to ensure high data quality in finance, sales, procurement, operations and management.
- Liaise with internal stakeholders/departments to understand their needs; recommend solutions, drive change, implement process/systems improvement.
- Produce and present reports on a monthly basis for management meetings.
- Conduct business analysis activities to identify gaps and develop action plan to solve problems with a continuous improvement mindset.

IT Project Manager

07/2018 – 01/2019

- Delivered the integrated waste management SaaS solution of main business processes (operations, billing, Sales, fleet and services GPS mapping/tracking). Data migration from legacy system and integration with the ERP system.

**TECH MAHINDRA (VODAFONE)  
Project Manager**

**Sydney, Australia  
10/2017 – 06/2018**

- Delivered solution of monitoring all Vodafone Australia network devices using InfoVista, Splunk and Netcool applications. Solution included alerts, dashboards, reports, event correlation and auto-ticketing with IT Service Management system to support IT operations teams.

**IT Operations Manager**

**02/2017 – 10/2017**

- Responsible for the availability, quality, and accuracy of two critical Vodafone applications, Oracle eBusiness Suite R12 and Pronto (Vodafone Shops retail system).
- Managing a team of 16 onshore and offshore resources.
- Responsibilities: Incident management, Change Management, Problem Management, Capacity Management following ITIL framework.
- Liaise with multiple onshore and offshore stakeholders, teams and vendors.
- Weekly meetings and status reports to key Finance, Logistics and HR stakeholders.
- Managed to reduce incident resolution / ageing time by 40%, number of new incidents by 30% and closure of all Problem Known Errors.
- Improved change management processes by re-structuring and simplifying procedures.
- Successfully run and completed all disaster recovery and continuity plans.

**AEGINA BUSINESS SOLUTIONS (SYDNEY AIRPORT)  
Project Manager / Senior Oracle ERP Consultant**

**Sydney, Australia  
08/2016 – 01/2017**

- Overall project management control with business analysis responsibilities for successful delivery of the assigned projects.

Projects:

- Project Management and implementation of Oracle Procurement Contracts (project scoping, planning, requirements analysis/specifications, construction, user acceptance testing, user training and data migration from legacy system)
- Oracle ERP R12 system upgrade. Project Planning, full system testing and execution of UAT with key stakeholders of all functions, flows, integration points, customizations.

**INTRASOFT INTERNATIONAL  
Team Leader / Senior IT Business Analyst**

**Athens, Greece  
06/2007 – 07/2016**

- Leading a team of functional and technical resources in all aspects of the development life cycle of large scale national/international IT projects.
- Full Business Analysis development lifecycle experience using various development methodologies (Agile, RUP, Waterfall)
- Roles and responsibilities: project scoping, planning, requirements analysis/specifications by organizing and running workshops, production of various deliverables (as-is, to-be, requirements documents, user stories, use cases, user guides, process mapping, diagrams, business process re-engineering, test cases, technical specifications, design documents, , data migration document) design, development of prototypes, UAT testing, change management, user training, post production support and stakeholder management.
- Provide product knowledge support to sales teams, produce costings, present proposals / product demonstrations, work with vendors to produce anticipated outcomes.

Projects:

- Australian Capital Territory Revenue Office: Revenue Collection Management System  
Delivery of Debt Management and Motor Vehicle Duty Revenue Line system solution as part of ACT Revenue Office digital transformation.
- Kenya Revenue Authority: Data Warehouse and Business Intelligence Solution  
Implementation of taxpayer and customs compliance applications.

- Greece - E-government Center of Social Security: Implementation of Oracle eBusiness Suite R12 Financials
- Hellenic Republic, General Inspector of Public Administration: Implemented the Tax compliance solution for public sector servants.
- State of Qatar - Ministry of Economy & Finance: Implemented the integrated end to end solution of Tax Compliance and Enforcement System (Taxpayer/Customs Risk Analysis, Selection and Audit Case Management).
- Hellenic Ministry of Development, General Secretariat for Commerce: Implemented the Procure to Pay process and contract management solution as part of the National Electronic Public Procurement System (using Oracle e-Business Suite R12).
- Hellenic Republic, Ministry of Finance: ELENXIS Project, Customs and Taxpayer compliance solution for the Economic Crime Unit. End to end implementation of the integrated Risk Analysis solution and the electronic case file for field/office audit.

**OTEPLUS (HELLENIC TELLECOMMUNICATIONS ORGANIZATION)**  
**Senior IT Consultant**

**Athens, Greece**  
**11/2003 – 05/2007**

- Functional Lead/SME to drive, support and enhance the business processes, system functionality, flows, integrations, data quality of Oracle eBusiness Suite application for the Hellenic Telecommunications Company in the Procure to Pay, Projects, Assets, Budgeting and HRMS areas.
- Working actively with Business System Owners and key stakeholders to ensure that system and process goals are aligned with the strategic goals of the enterprise.

**ALTEC**  
**Senior ERP Analyst**

**Athens, Greece**  
**04/2002 – 10/2003**

- End to end engagement in the implementation of ERP projects.
- Requirements analysis/specifications by organizing and running workshops
- Delivery of documentation (as-is, to-de, requirements, user stories, use cases, user guides, test cases, technical specifications, setup documents, design documents, data migration)
- Development of prototypes, UAT testing, change management, user training, post production support and stakeholder management.

Project:

Public Power Corporation S.A: Enterprise Resource Planning System (Oracle e-Business Suite R11)  
 Business analysis for the implementation of capital projects flow (Project Accounting, Capital Assets)

**INTRASOFT INTERNATIONAL**  
**IT Applications Consultant**

**Athens, Greece**  
**11/1999 – 03/2002**

- End to end engagement in the implementation of ERP projects.
- Requirements analysis/specifications by organizing and running workshops
- Delivery of documentation (as-is, to-de, requirements, user stories, use cases, user guides, test cases, technical specifications, setup documents, design documents, data migration)
- Development of prototypes, UAT testing, change management, user training, post production support and stakeholder management.

Projects:

- Hellenic Telecommunications Organization: Enterprise Resource Planning System (Oracle e-Business Suite R11). Project Leader in the implementation of capital construction projects flow including Project Accounting and Assets, Procurement and HRMS applications.
- Hellenic Post: Enterprise Resource Planning System (Oracle e-Business Suite R10) Responsible for the delivery of Procurement ERP solution and analysis/design of custom tender evaluation application.
- Athens International Airport: Enterprise Resource Planning System (Oracle e-Business Suite). Implemented the Procure to Pay process.

**EDUCATION**

**Brunel University, London, United Kingdom**

**1998 – 1999**

## **CERTIFICATIONS**

- Oracle E-Business Suite 12 Supply Chain Certified Implementation Specialist
- Oracle E-Business Suite R12.1 Supply Chain Management PreSales Specialist
- E-Business Suite Support Specialist

## **SEMINARS**

SCRUM Master  
CBAP Preparation Seminar  
Business Analysis Fundamentals & Techniques  
e-invoicing and e-payments  
Cash Flows  
R12 Oracle Financials New Features Fundamentals

R12 Oracle iProcurement Fundamentals  
R12 Oracle Procurement Contracts Fundamentals  
R12 Oracle Sourcing Fundamentals  
Oracle Database 10g: Program with PL/SQL  
Oracle Database 10g: Introduction to SQL