

Cover Letter

Dimitris Diamataris

CUSTOMER PROJECT MANAGER, PMP (PMI/PMP Number: 318460)

During last sixteen (16) years working at Ericsson Project Delivery Organization, executing Program- Project delivery programs and having the roles of: *Customer Operation Manager, Program Manager, Customer Project Manager* I have had accountability for: pre-sales, contract(s) preparation, solution(s) design, implementation and execution of large scale projects. At that time, I have managed numerous complex projects (System Integration and Network Rollout business area) through all project phases from presales to project/program acceptance within targeted cost and schedule maintaining quality standards and minimizing Cost of Sales financial figures.

My leadership style focuses on engaging team members to communicate dynamically, solve problems and deliver the highest quality solutions. I had the chance to led cross functional technical project teams with 30+ members and million EURO budgets. I am a business oriented Program/Project manager with strategic thinking. I accept challenges. I have solid organizational leadership and decision-making skills and this can make an immediate contribution at day-to-day operations and business development. In today's highly competitive and fast paced technology industry, companies need Leaders committed to meeting ever-changing business development goals. I feel confident that with my experience, seniority, professionalism, leadership skills, enthusiasm and first of all the result oriented approach I feel confident that I can have a great cooperation with company key stakeholders (leadership team) in order to achieve demanding and challenging business targets.

Kindly note that between 2007-2012, I had the role of *Customer Operation Manager* and Delivery Manager for WIND Greece customer delivering successfully delivery programs managing budgets of ~ 70M EURO (per year) been accountable to ensure that all contractual deliveries are fulfilled and Ericsson e2e operational performance towards WIND Greece customer is in accordance to agreed targets as well as expectations of internal/external project/program stakeholders.

Please accept this letter and enclosed resume as an introduction to my skills and background.

DIMITRIS DIAMATARIS

CUSTOMER PROJECT MANAGER,PMP

Project Office HUB South East Europe

Mobile +306932660161

Curriculum Vitae

Diamataris Dimitrios

Email: dkdiamataris@gmail.com

Address: Analipseos 62, 15235 Vrilissia Athens, Greece

Mobile: +30 6932 660 161

PROFILE

Sixteen (16) years' experience Managing & Directing Systems Integration (SI) & Network Rollout (NRO) Telecom projects for Ericsson customers (Operators) over a wide spectrum of product areas & types of services. As Ericsson Project Manager (EPM) within Ericsson's Southeast Europe Project Office, I am responsible and accountable for both pre-sales and project implementation activities executing NRO & SI projects. Between 2007 to 2012 and having the roles of Customer Operations Manager (2010-2012) and Account Project Manager (2007-2010), was responsible and accountable for program-project delivery portfolio of WIND GREECE customer ensuring E2E operational performance according to yearly targets and contractual agreements.

Core Skills,

- Perseverant, Team player, Goal oriented, Confidence builder, Good listener, Proactive.
- Ability to isolate the most important success factors, focusing on them, measuring, delivering and perform under stress.
- Analytical, Commercial thinking, Influencing, Leading & Supervising, Networking.
- Well organized and structured and committed to delivering projects through to a positive conclusion by managing customer expectations, leading project team and communicating effectively to achieve a smooth integration of all project activities.

Typical interfaces,

Internal (Ericsson Organization): Key Account Managers (KAMs), Customer Units, Business Units, Sourcing, Supply, Project Management Office (PMO), Customer Support Organization, Operational Development and Finance.

External (Ericsson Customers): CTO, Head of PMO, Project Managers, Procurement), Partners, 3rd Party Suppliers.

EMPLOYMENT EXPERIENCE

Jan'13 to present

Ericsson Hellas - Ericsson Customer Project Manager, PMP

- Responsible Customer Project Manager for the execution of Key projects for Ericsson customers within the region and cross regional.
- Prioritization, allocation and management of resources during all phases of the projects in order to fulfill the objectives of the project.
- Establish project organization and staffing.
- Be in charge of organizing all progress meeting and reviews required.
- Produce and keep track of the project budget as well as of Cash & Flow projection making economical related decisions in the scope of the project.
- Control and follow up of external suppliers.
- Responsible for preparation, production and maintenance of project time plans.

- Responsible for all commitments to be met and action plans to be accomplished.
- Preparation and submission of status reports of ongoing projects internally and externally on a regular base.
- Evaluation of commercial offers as well as performance of all resources in order to ensure a profitable and right quality project implementation.
- Interface with customers' project management teams during the implementation phase of the projects.
- Identify new business opportunities and maximize the existing ones.
- Actively involved at RFQs and other pre-sales activities responsible for services part and accountable to prepare and submit at Ericsson customer's competitive offers in close cooperation with sales team.

Jun'10 to Dec'12

Ericsson Hellas

Customer Operations Manager, PMP (WIND GREECE account)

- Responsible for the co-ordination of all WIND GR projects.
- Acting as the main interface towards WIND GR Project Office for all WIND's project related issues.
- Progress reports towards WIND GR and Ericsson top management.
- Providing all necessary input to the Project Team, in order to ensure the timely completion of all WIND GR projects as well as a high quality performance from customer order through to and including customer acceptance.
- Main interface towards Operations Ericsson organization for WIND GR customer, responsible to provide updates and explanations about financial performance, and relevant performance indicators.
- P&L, Cash flow, NS, UM responsibility for WIND GR customer (KAM WIND GR portfolio, both recurrent and non- recurrent projects).
- Contribute in Operations with a global business vision, as well as with knowledge about the customer.
- Contribute to operational excellence through the definition and optimization of work processes, making good use of the advantage of sharing culture and procedures.
- Secure customer satisfaction by determining actions for improvement, and ensuring they are being implemented.
- Ensure that customer needs are met by the respective units.
- Manage customer interface with respect to all Operations (Delivery and Support).
- Reporting, analysis and follow up of all contracts. Actual Financial Performance versus targets and forecasted figures.

- Monitor projects and services are delivered according to contractual commitments through the line organization and to provide feedback on delivery performance back into the organization.
- Support Head of Project Office for project portfolio consolidation.
- Identify new business opportunities and maximize the existing ones.
- Collaborate with KAM in new offers, forecast, and invoicing foreseen.
- Assign and define priorities among services/projects for the specific customer.
- Member of the Project Steering Group.
- Act as a crisis manager and financial responsible for Customer Support contracts.

Mar 2007 to May'2010

Ericsson Hellas

Account Project Manager, PMP (WIND GREECE account)

- E2E Operational and Financial responsible for Program Planning, executing and governance of WIND GR account project portfolio.
- Customer Program Plan (Program Management tasks).
- Member of Project Steering Group.
- P&L responsibility (KAM, Portfolio both recurrent and non-recurrent activities).
- Customer point of escalation on a activities basis.
- Ensure customer satisfaction and customer relationship.
- Authorized to prioritize between projects related to KAM.
- Accountable of the NS for the KAM & Services org.
- Owner of Invoicing.
- Program management tasks (Program Management role).
- Operational forecasting.

April 2006 to Feb 2007

Ericsson Hellas

Program Manager, PMP - QTELECOM & TELLAS account

- Network Rollout (NRO) and System Integration (SI) Sales Push responsibilities with clear NRO & SI Sales Targets.
- Overall management of the Projects that comprise the Program Deliverables.
- Key customer contact, customer satisfaction, and interface point for escalations concerning Program Execution.
- Delivery of the Program of work to the agreed scope, quality, schedule, and margin.
- Early participation in all new business opportunities transferring knowledge, experience and know how concerning Program Delivery.
- Ensure that projects are handed-over to the Support organization in the appropriate manner.
- Define the SAP structure and approve Budgets and Ensure that the Program is accurately reflected in SAP to a high level of quality and integrity.

Feb 2002 to March 2006

Ericsson Hellas

Project Manager

- Member of pre-sales team in offering the most customized, value added solution possible to customers.
- Direct the entire project as required in order to meet contract obligations.
- Prioritize, adjust and manage the resources involved, during all phases of the project.
- Transfer customers order into specifically scheduled projects ready for implementation.
- Produce and keep track of: project budget, budget sign-off after project commencement, analysis of actual costs & budgeted costs after project execution.
- Assume responsibility for preparation, production and maintenance of project time plans.
- Reports preparation (Kick off meeting/MoMs, Progress Reports, Risk Analysis Matrix, Acceptance documents hand- shake, Hand Over to Support documentation, Final Report evaluation) of ongoing projects and report progress internally and externally on a regular base.

- Interface with customer's project management during the implementation phase of the project.

2000-2001

Ericsson Hellas

IS/IT Service Manager (IS/IT Dpt)

- Direction and advise of the IS/IT members in Operations & Services Area.
- Supervision of the application of the security systems and the insurance of their effectiveness.
- Insurance of the smooth carrying out of the department's tasks and responsibilities.
- Interaction through active participation in Pan-European corporate IS/IT meetings.
- Responsible for the analysis of the company's IT/IS needs.
- Design and development of IT systems and the proposal of software and hardware solutions.

1999-2000

Ericsson Hellas

Data Communication Specialist (IS/IT Dpt)

- Supervising all the activities related with the Corporate WAN and LAN Computer Network.
- Responsible for organizing-distributing Helpdesk calls and for the development of an efficient way of handling requests and minimizing response time.
- Administrator responsibilities for all Software applications such NT/WIN 2000, Servers (File-S, Print-S, DHCP-S, DNS-S, Exchange-S, Proxy-S, Web/IIS-S, Fax-S, Apps-S).
- Responsible-Web/Master for the Design, Implementation, Maintenance for the Local Intranet Site.
- Responsible for providing Training to Ericsson employees.

Sep 1997 - Feb 1999

ITEC Technical Training Services S.A

Microsoft Trainer and Microsoft Certified Professional

- Responsible for Technical and End-User training covering seminars such as WinNT, Exchange Server, SQL Server, IIS, Win 2000 Professional/Server, Microsoft Office 97/2000, FrontPage 98/2000, Microsoft Project 98/2000.
- Responsible for delivering Network Solutions Consulting Services to customers.

Relevant Project Experience

Responsible Program / Project Manager for the following major delivery programs/projects:

WIND Greece

- Core modernization (3Yplan), deployment program.
- Radio modernization (3Y plan), deployment program.
- New Prepaid system (CS 4.0) introduction and prepaid users profile migration.
- OSS systems Upgrade (OSS & ENIQ RC10.3 Upgrade).
- OSS / SNMP adaptations development & implementation for various systems. (MMS/IVR/SMSCS).
- BGW R9.1, BGW R9.2.3, EMM 3.0 (Billing Systems) and VERITAS Net Backup solution upgrades.
- EMA upgrades (Provisioning systems).
- New MSC & BSC nodes implementation (Core Network).
- MSC/BSC/HLR APG Swaps (Core Network).
- SDH, Mini – Link and DXX Rollouts (Transmissions Networks).
- MSAN deployment (delivery program).
- Network Time Synchronization solution deployment.

Vodafone Greece

- TSP / VPN (Geo-Redundancy) Solution Deployment including: New H/W installation, VPN service customization & migration tool development, subs migration.
- BSS & MSS SW Rollout (pre-sales responsible.)
- CAPV1 & CAPV2 scripts (Feasibility Study/Development/Implementation) and AUC Implementation
- IVPN MW customization: Pre-study, implementation
- OTA system Upgrade and WIG & BOM services implementation
- IN JAMBALA node and processor expansion installation / implementation
- MSC & BSC New nodes installation / implementation
- DXX Cluster nodes installation / implementation
- SMA-16 multiplexers new nodes rollout: Feasibility study, installation, implementation
- TRIAL of SDH Cell Span product I&C and PM implementation of SDH network management equipment's

Experience from other Delivery Programs, RFQs and pre-sales activities:

- WIND HELLAS FTTX Deployment (RFQ)
- VICTUS Network Sharing Solution Deployment (RFQ)
- HOL Greece, New SBG nodes introduction (Geo-Red) solution deployment. (presales and execution)
- GO MALTA, TSS (Geo-Red) solution deployment (RFQ and execution)
- MELITA (MALTA), New RNC (EVO 8200) node introduction and migration activities. (presales and execution)
- MELITA (MALTA), RAN Modernization (RFQ)
- CYTA, RAN Modernization (RFQ)

EDUCATION

- **University of Patra's**, Department of Mathematics (1989-1994).
Degree in Mathematics.

CERTIFICATIONS

- Project Management Institute (PMI), **PMP certified** (No:318460)
- Ericsson Customer Project Manager, Feb 2006

TRAININGS

- High Impact & Influencing Communication (KEYCO).
- Contract & Commercial Management Program (IACCM).
SPIN® Selling Skills workshop (HUTHWAITE).
- Operator Understanding (BTS).
- Personal Effectiveness Program (Danacon).
- LCC Leadership Core Curriculum, consisting of the following modules:
 - ✓ Understanding Self
 - ✓ Leadership Communication
 - ✓ Situational Leadership
 - ✓ Effective Teamwork
 - ✓ Leading Change
- Program Management Course (ESI)
- Project Leadership & Communication (ESI)
- PROPS-C and Risk Management Training (ESI)
- Service Layer Overview (Ericsson)
- Building Business Opportunity (KEY AB)
- The PMI's Science of Project Management & the PMP Exam (ITEC)
- PMP Exam preparation (Stamford Global)
- Human Skills for Project Managers (Green Light)
- MSF - Microsoft Solutions Framework Essentials - PM model (ITEC)
- PROPS-C - Ericsson PM model (Ericsson)
- Implementing a Microsoft Windows 2000 Professional & Server (ITEC)
- Administering Microsoft Exchange Server 5.5 (ITEC)
- Creating & Managing a Web Server Using Microsoft IIS 4.0 (ITEC)
- Administering Microsoft Windows NT Server 4.0 Supporting Microsoft Windows 95 (ITEC)
- Mastering Microsoft Visual Basic 6 Fundamentals Microsoft Web Site Fundamentals (ITEC)
- Mastering Web Application Development Using Microsoft Visual InterDev (ITEC)

MEMBERSHIPS

Member of the Greek PMI Chapter
Member of Risk Management SIG (Specific Interest Group) of PMI
Member of IT & Telecom SIG (Specific Interest Group) of PMI
Member of Ericsson Global LinkedIn Group

SPECIAL KNOWLEGE

- Very good knowledge of Core (GMSCs, MSCs, HLRs, GGSN, SGSN) Radio & Transmission (BSCs, VLRs, BTSs, Cross Connect systems, Mini Link systems, Radio Base Stations, SDH, DWDM) Telecom Equipment and AXE-10 related products in general
- Very good knowledge of System Integration Products & Services (Network Management Systems, Multi-Vendor Environments, etc.)
- Excellent knowledge of WCDMA (3G) technology (both in Core and UTRAN area)
- Excellent knowledge of Broadband products (MSAN – Marconi equipment)
- Very good knowledge of IP Multimedia Subsystems – IMS platform and applications
- Excellent knowledge of MS-Windows operating system as well as of various MS programs, such MS-Word, MS-Excel, MS-Project, etc.
- Excellent knowledge of SAP Project Module
- Very good knowledge of the organizational structure of major Telecom Operators in Greece
- Active member of Greek PMI (Project Management Institute) community

FULL NAME: Diamataris Dimitrios

TITLE: CUSTOMER PROJECT MANAGER,PMP®

PERSONAL INFO: Nationality: Greek, Age: 46, Country of residence: Greece

LANGUAGES: Mother tongue: Greek, Fluent in: English (both oral and written)

INTERESTS: Football, Basketball, Swimming

REFERENCES: Given upon request