



# Curriculum Vitae

## CONDUCT DETAILS

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## PROFESSIONAL ASPIRATIONS

I am an International **Immunity-to-Change** coach based in Athens. Capitalizing on my long practical experience and coaching skills, I support personal and organisational growth by pinpointing the internal blocks that hinder lasting change.

## EDUCATION

2010 - 2011	<b>Minds at Work</b>	<b>Boston, US</b>
	Coaching Certification Programme <i>Immunity-to-Change</i> Certification	
2009 – 2010	<b>INSEAD Business School</b>	<b>Fontainebleau, France</b>
	Consulting & Coaching for Change Diploma in <i>Clinical Organisational Psychology</i>	

## PROFESSIONAL EXPERIENCE

Apr 2011-now	<b>International Immunity-to-Change Coach</b>	<b>based in Greece</b>
	Overturing Immunity-to-Change	
2009 – 2011	<b>Independent Consultant &amp; Coach</b>	<b>Athens</b>
	Personal and Organisational Development	
2008 - 2009	<b>HSBC Bank plc</b>	<b>Athens</b>
Position:	<b>Chief Administration Officer (CAO)</b>	
Responsibilities:	Human Resources, Public Affairs and Communications, Finance and Support Services	
	<ul style="list-style-type: none"><li>Co-ordinated the strengthening of the senior management team with the hiring of the Head of PFS, Head of Commercial Banking, COO and CFO. Supported and counselled the newly appointed executives and a new CEO through a period of substantial change.</li></ul>	

- Designed and delivered rightsizing plan. Achieved 4% year on year cost savings in 2008 and 16% further cost savings in CAO area for 2009.
- Launched Talent Pool.

2005 - 2008

**HSBC Bank plc**

**Athens**

Position:

**HR Director**

- Worked with four different CEOs to achieve a major transformation in the structure and culture of the organisation.
- Worked closely with all CEOs and have been actively involved in strategic decisions and business initiatives with primary focus on leadership challenges and people development.
- Introduced and supervised leadership coaching initiatives for senior management and developed a coaching and mentoring culture within the organisation. Oversaw Employee Engagement initiatives and CSR activities.
- Transformed HR department from a pure administration function to a true business partner. Moved from no alignment with HSBC Group to full roll out of the Group HR tools in all recruitment, training, career development, career opportunities, rewards, management trainee programmes and employee engagement.

2001 - 2005

**HSBC Bank plc**

**Athens**

Position:

**Head of Internal Resources**

Responsibilities: Role including responsibility for HR and IT following the Barclays acquisition

- Assumed responsibility for HR, a payroll function at that time, and initially focused on introducing automations and simplifying processes.
- Focused on IT due to the various challenges arising from the continuing entry in the Retail business and from major upgrades and implementations of Group systems, notably the upgrade of the core banking systems, the IT Networks and Telecoms upgrade, the launch of an online stock broking solution.

1997 - 2001

**HSBC Bank plc**

**Athens**

Position:

**Senior Operating Manager**

Responsibilities: Role including responsibility for Operations, Finance and IT

- Oversaw the implementation of banking systems in Turkey, the Group ATM systems implementation, the design and implementation of on line system for the Stock Broking firm, and the Group Call Centre implementation. Contributed in setting up a branch network as HSBC Greece entered the Retail business
- Co-ordinated the project management of Headquarters relocation and the systems integration following the acquisition of Barclays Bank in Greece. The two projects were

run concurrently and at the back of the heavy and slightly overlapping implementation of a state of the art Call Centre.

1986 – 1997	<b>Midland Bank plc/HSBC Bank plc</b>	<b>Athens</b>
Position:	Manager, Management Accounts and Reporting	
1981 – 1986	<b>Midland Bank plc</b>	<b>Athens</b>
Position:	Manager, Payments and Collections	
1975 – 1981	<b>Bank of America</b>	<b>Athens</b>
Position:	Supervisor, Payment Services	

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#### **SKILLS/ EXPERIENCE/ MEMBERSHIPS**

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- Member of the Hellenic Coaching Association
- Member of the INSEAD Alumni in Athens
- Member and volunteer coach at The Smile of the Child
- Linkage Network facilitator ( Apr 2010-Dec 2011)
- Member of the HSBC Executive Committee (1997-2009)
- Mentorship to talent pool members and high potential individuals
- Experience in managing and driving change
- Chairman and key negotiator with the Employee Union and Trade Union in a highly unionized and inflexible environment

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#### **LANGUAGES**

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Greek (native)  
English (fluent)