

EVANGELOS ERGEN
CMgr FCMI, MAUA, MBA, MSc

PERSONAL DETAILS

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CAPABILITIES

Faculty Administration & Organisation

- Providing consistent, professional service to International Faculty to support strategic and business plan delivery.
- Developing credibility and trust with a range of stakeholders by participating in groups and projects including inter-functional work.
- Working collaboratively to ensure proper service development and delivery including contributing to relevant projects and initiatives.
- Harnessing the synergies between five departments to deliver results in diverse areas including Asset Management, Business Development, Logistics and Maintenance.
- Developing evidence-based reporting systems that facilitate business decision making in close cooperation with Faculty's top management with more than 100 different reports on applications and registrations, students' body, alumni and timetabling.

Administrative Systems Planning & Development

- Leading systems and process development and implementation to support the information and intelligence service.
- Demonstrating a flair for project management as well as information and intelligence provision and analysis as a multi-skilled, dynamic and avid exponent of University Administration.
- Adopting and applying business intelligence techniques, and rating assessment mindsets and subsequently (creating and presenting to the top management the annual intelligence reports with information on recruitment and financial planning).

Financial & Budgetary Controls

- Managing budgets and understanding financial data to inform resourcing decisions and priorities.
- Providing management information to deliver complex projects in alignment to business and strategic plans.
- Developing control plans of liquidity and income to support the financial administration and budget monitoring.
- Ensuring and enforcing compliance with statutory obligations under the respected laws.

Communication & Negotiation

- Delivering Board level advice at Board level with strong interpersonal skills and broad University sector and process knowledge. of the University sector and its processes.
- Liaising and negotiating with a wide range of stakeholders to ensure that annual plans and associated aims and objectives are well defined and delivered.
- Supervising diverse teams to deliver complex information system and other initiatives to enhance services for both students and staff.
- Providing critical feedback on academics, administrators and students to both local and external campuses and liaisons in seven different countries with a range of data reports.
- Speaking and writing fluent Greek, English and Spanish with a basic grasp of Italian and Turkish.

Personal

- Engaging in rigorous professional development to accrue considerable management skills.
 - Performing well under pressure with an exceptional ability to prioritise work and deliver to deadlines.
 - Using standard IT tools including MS Office and Access database applications (SQL, VBasic) ... MS Project ... SPSS ... Dreamweaver and related web design tools ... Acrobat applications ... CorelDraw ... and assorted CRM, mind mapping, project management, cloud computing, and mass emailing applications & platforms.
 - Administering highly confidential and sensitive information with care and discretion.
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MEMBERSHIPS

Chartered Member, Chartered Management Institute (CMgr FCMI)
Member, Association of University Administrators (MAUA)
Affiliate Member, Institute of Chartered Secretaries & Administrators (ICSA)

EDUCATION & QUALIFICATIONS

PG Diploma Strategic Management & Leadership (Level 7), Chartered Management Institute, 2014

MBA, Health Care Management (1st Class), University of Sheffield, 2013

MSc Technology, Innovation & Entrepreneurship (1st Class), University of Sheffield, 2009

BSc Business Administration – Business Computers (Distinction), North College, 1989

Other courses attended include:

- Management: Front-line Management ... Management of Organizations ... Business Administration ... Total Quality Management
 - Education: Educational Management ... Education & Administration ... UK Higher Education Administration
 - Health: EMP Medic First Aid (Certificate in Care Plus & AED Training)
 - Other: Coaching Skills ... Negotiation Skills ... Logistics in Transportation ... Law in Organizations ... Customer Service Operations ... Financial Statement Analysis
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CAREER HISTORY

1999 – Present Faculty’s Director of Administration, The University of Sheffield International Faculty, Sheffield

A leading research and teaching university in the UK and in the world and recently ranked first for student experience, social life, university facilities and accommodation by a Times Higher Education Student Experience Survey. Reporting to the Faculty’s Principal, responsibilities include leading the faculty’s administrative functions while forming and delivering strategic objectives and managing associated customer service, data, systems and processes to support the student experience. Supervise a team of 15 administrative support personnel. Ensure full compliance with Health & Safety rules and regulations and maintain up-to-date records for all students for reporting purposes. Administer student records according to Higher Education’s public authorities’ regulations and guidelines. Help draft rigorous budgets to achieve current financial targets and fully exploit the organisation’s assets for long term benefits. Also support the Financial Office with specialised information for effective financial reporting.

Major Achievements:

- Increased the Faculty’s serviceability to students, alumnus and staff by designing, implementing and administering an innovative and fully-customized MS Access relational database system that encompassed admissions, recruitment, student records, student counselling and administrative processes and processed . Successfully administered more than 10000 students’ records.
- Extended planning capabilities amongst Faculty’s top management with an evidence-based digital system based on MS Excel and Access business intelligence techniques including statistical reports for various stakeholders and the ability to identify, recognize and interpret data trends and patterns.
- Enabled targeted teaching and space requirement manipulations including the allocation of suitable teaching rooms for all teaching sessions and staff schedules by developing an Academic Timetable Schedule and ensuring the data remained accurate, robust, complete and available to interested parties as required.
- Recruited the 15-strong administrative support team and trained everyone to work in a multidisciplinary team towards certain performance objectives.
- Established a 50-strong network of individual and corporate maintenance technicians to ensure optimal operational capacity across all facilities including high-tech product procurement and resourcing to serve four complete departments.
- Implemented a tuition fees’ reporting and attendance system limproving the cash flow and liquidity ratios by implementing a tuition fee reporting and attendance system.

1997 – 1999 Depot Operations Supervisor, TNT Express Worldwide, Greece

1995 – 1997 Customer Service Representative, Multichoice Hellas, Greece

1993 – 1995 Office & Database Administrator, PENY Hellas, Greece

1989 – 1993 Head of Admissions & Records, North College, Greece

PUBLICATIONS – CONFERENCE PAPERS – REPORTS

My research interests are interdisciplinary drawing on technology, innovation and entrepreneurship. Currently my research/professional area involves the use of business intelligence and ratings' assessment as means towards the adoption of entrepreneurial attitude in tertiary education. More specific, the intention is to develop a broader awareness of non-academic aspects in the managing and operation of an academic institute. Furthermore, I am working on practices that guide universities' overall internal and external processes - with the use of business intelligence techniques - towards the making of a wealth and robust institute aiming to increase its brand equity in global level. Measuring performances in tertiary education triggers competition, creates a framework of assessment and reveals best institutes where income channels could be directed in order for research and academia to meet markets.

During my Masters' degrees I had the opportunity to develop a diverse research and practice background, considering multiple perspectives. This enabled me to apply a deep and holistic approach towards strategic thinking and entrepreneurialism. I have understood and appreciated the value of research methods and techniques; I have linked such methods with my study areas and embedded this knowledge to enrich practice.

Meanwhile, my professional background have endowed me with certain practical knowledge combining different aspects from education governance, management of information systems, logistics, IT, health and customer service.

Research papers, participation in conferences and technical reports can be found in detail in my personal website at: <http://www.ergen.gr> or <http://www.evangelosergen.eu>

1. [MBA Thesis: *Understanding Healthcare Service in a Complexity Context. Lessons from the turbulent Greek Healthcare Sector.* \(2013\)](#)
2. [MSc Thesis: *Recycling Stock Market using Information & Communication Technologies: An innovative service to create a micro-trend for the environment.* This research has been presented to the 5th European Conference on Innovation and Entrepreneurship, at the National and Kapodistrian University of Athens, 16-17 September 2010\). It is also published in the *Social Science Research Network*. It has been presented also in the 2nd Workshop on Green Logistics, 2011 in Thessaloniki. \(2009\)](#)

3. [Turning the informal communication network of an organization into a knowledge tool through Communities of Practice. This paper has been presented in the Management, Knowledge and Learning International Conference in 2011 in Slovenia \(*Conference Programme*\) under the subject: Knowledge as Business Opportunity. This is also published in the *Econ Papers Database: On-Line Economic Working Papers*. \(2011\)](#)
4. [Evaluating the macro and micro economic effects of the current economic crisis and analysing the implications for the short and medium term planning in private tertiary education in Greece \(2011\)](#)
5. [Critically evaluating the marketing mix of an academic programme: The case of Master of Science in Business Management and Technology, at CITY College International Faculty of the University of Sheffield \(2011\)](#)
6. [Analysing the financial performance and risk position of National Bank of Greece \(NBG\) Group. A critical appraisal on the Group's financial statements from the shareholders' perspective. Suggestions for the improvement of the financial information \(2011\)](#)
7. [Improving the supply chain performance of the on-site daily lectures in an academic institute This paper has been accepted to present in the International Conference on Education and Education Psychology in 2011 in Istanbul. This paper has been accepted to present in the 6th Knowledge Societies World Summit, Istanbul, 2013. It was accepted also to present at the 7th International Conference for Entrepreneurship, Innovation and Regional Development \(ICEIRD\) in 2014, in Cyprus. \(2011\)](#)
8. [Business Plan: The establishment of a wholesale company of paramedical products in Albania \(This plan has been presented in scrutiny team of experts in 2011 in Thessaloniki\). \(2011\)](#)
9. [Migrating from Management Information System \(MIS\) to Executive Information System \(EIS\): The information systems change for creating strategic value in an academic institute \(2011\)](#)

10. [The case of an academic institute: the classes' daily timetable schedule and its operations' performance through the use of operations tools](#) (2011)
11. [Repositioning through resilience in times of crisis: the case of entrepreneurial academic institutes](#)
(This paper has been accepted to present in the 2nd International Conference on Geographies of Education in 2012 in Loughborough, UK, under the theme: Regional Economies and Governance. It has been also accepted to present in the 5th International Conference for Entrepreneurship, Innovation & Regional Development, in 2012, in Sofia, Bulgaria). (2011)
12. [The Monograph of Greece: Exploring Complex Adaptive Leadership in a European country](#) (This paper has been accepted to present in the British Academy of Management (BAM) in 2012 in Cardiff University under the Conference Theme: Management Research Revisited: Prospects for Theory and Practice and track: Leadership & Leadership Development). (2012)
13. [Capital Budgeting and Investment Decisions: The case of valuating a new investment in a company](#) (2012)
14. [Health Policy and Economics: The adoption of generic drugs in Greek healthcare system](#) (2012)
15. [Elderly Care: Coping with Long-Term light-care Conditions \(LTC\); describing the health need, designing the equity audit and discussing the health commissioning](#) (This paper has been presented in the 6th International Conference for Entrepreneurship, Innovation & Regional Development, in 2013 in Istanbul under the theme: Entrepreneurship Education & Regional Development). (2012)
16. [The Exit Dilemma](#) (This is an unpublished paper written on early 2009 about the economic conditions in Greece and the coming changes as implied by the global recession).
17. [The Strategy Paradox \(Entrepreneurship & Innovation\)](#) (2008)
18. [Communities of Practice in the Knowledge Society](#) (2008)
19. [Managing Strategic Change in an Organizational Context: A Case Study](#) (2008)
20. [Incorporating Knowledge Technologies into existing IT products and services](#) (2008)
21. [Development of a new product from idea to launch](#) (2008)
22. [Preparing an Information System Proposal \(ISP\) for a new Information System](#) (2008)
23. [Project Management Case Study](#) (2008)
24. [Internetworked Business Enterprises: New Telecommunication Service or Product](#) (2008)
25. [Identifying challenges for modernization and development in tertiary education](#) (2014)