

Ioannis Polioudakis
polioud@iesl.forth.gr

Education

University Degree in Computer Science

University of Crete

(2000 – 2005)

Postgraduate Studies (Computer Vision and Multimedia)

University of Crete

(2006 – 2008)

Annual Pedagogical Training Program (EPPAIK)

School of Pedagogical and Technological Education (ASPETE)

(2016 – 2017)

Master Of Science (Acoustic Design and Digital Audio)

Hellenic Open University

(2017 – 2021)

Employment History

Foundation for Research and Technology - Hellas Heraklion, Greece ***Science & Technology Park of Crete (STEP-C) Staff Member*** (2021 – 2022)

Responsible for the financial, administrative and technical support of contracts - projects co-funded jointly by FORTH and the European Commission.

“5CA” Customer Experience Partner Utrecht, The Netherlands ***Project Manager for AMD Global Customer Care*** (2017 – 2021)

Responsible for standardizing, optimizing and streamlining operations for AMD’s Global Customer Care in Europe, North America, and Latin America. Using Lean and Agile Management practices to identify weaknesses, evaluate and reallocate resources, develop policies and Standard Operating Procedures (SOPs) and create training material and reporting tools.

“dp studies” adult education school Heraklion, Greece ***Computer Science Teacher*** (2015 – 2017)

Part of a tutoring team providing computer lessons and seminars for adult students.

“Emmetropia” Mediterranean Eye Clinic Heraklion, Greece ***Eye Tracking Researcher and Market Advisor*** (2010 – 2012)

Responsible for developing and conducting Eye Tracking studies for marketing campaign assessment and proposing solutions to provide business intelligence and value.

Mandatory Military Service (conscription) (2008 – 2009)

Languages

Language	CERF Level	Certificate
Greek	C2 (Native)	-
English	C2 (Proficiency)	Cambridge CPE – Grade A
French	C1 (Advanced)	D.E.L.F. 2 nd degré

Core skills

- Strong organizational, administrative and inter-personal skills
- Team player, able to collaborate, assist and motivate coworkers
- Fast and adaptive learner
- Dedicated, pro-active and able to remain calm in challenging situations
- Data-driven, able to translate strategic vision into operational goals with measurable performance indicators
- Confident communicator, skilled at explaining complex concepts or procedures to a variety of audiences across different organizations and levels