

Chris Akathiotis

IT Transformation Director

W: <http://www.worky.com/chris-akathiotis>

IT Director with a broad range of skills developed during a successful IT career across a variety of business disciplines with a particular emphasis on the strategy (IT & Business), shaping and e2e delivery of large scale, complex technology transformation programmes including integration, migrations, strategic outsourcing, insourcing, mergers, acquisitions and divestment solutions for the Telecommunications, Broadcast Media & Entertainment industry. Trusted advisor to the CIO/CTO.

Delivered £mm+ OCF savings, efficiencies, improved 'Customer Experience' and growth through transformation, innovation and emerging technologies.

100% successful track record of high value programme delivery (£50M+). Motivational leader with proven talent management ability, managing and developing cross functional teams of 150 - 350 FTE.

Thought leadership enabling technology to move from 'provider' to 'peer' status. Extensive experience in solutioning including shaping retained, target organisation and operating model design.

Enterprise Architecture Transformation specialist who through influence, vision and direction, leveraging the strategic imperatives of an evolving business can take an organisation "to a better place" and deliver outcomes either through Evolution, Greenfield or a Step Change agenda. Simplifying the IT and Business architecture, improving delivery, IT Operations, customer experience and quality.

Attribute success to owning the challenge, enabling the team, taking the customer on the journey and sharing the 'end game' vision.

Chris Akathiotis's Professional Experience

2004 - 2011 **Virgin Media - Director of Technology Transformation**

Recent achievements at Virgin Media

Transformation:

- Creation of the Target Operating Model for the whole of the technology (IT) organisation.
- Performed a deep dive across the entire Technology Enterprise, the output of which defined the strategy and 3 year roadmap for Virgin Media technology transformation under my direction.
- Owned the full lifecycle from solution for all contract schedules, business case, negotiation and transition for the outsourcing of Virgin Mobile's entire IT function to a managed service partner (Accenture).
- Architected and delivered a full Data Centre Transformation, virtualising 78% of the physical estate and reducing 86 non core and 4 core data centres down to 2 core data centres and 8 non core sites.
- Architected the delivery of an Enterprise Data Warehouse across Virgin Mobile and Virgin Media.
- Architected the shaping and delivery of a new CRM platform to fully enable multi site, multi skilled contact centre agents across Virgin Media's entire product/service sales landscape resulting in improved 'Customer Experience' and enabling significant growth through the convergence of Virgin Mobile and Virgin Media product offerings.
- Delivered a new Contact Centre e2e technology solution for Virgin Mobile against aggressive timelines from backend, call routing solution to new and re-architected applications.
- Built the e2e strategy and solution (all contract schedules) for a full outsource to a tier 1 managed service partner(Data Centres, EUC, AD, AM, 3rd Party Contracts, Help desk, Contact Centre etc).

Divestments:

- Technology lead working within the Virgin Media TV divestment deal team (VMtv to BSkyB, IDS

to CH4, UKTV to Scripps). Shaping and scoping the services (Programme Scheduling, Advertising/Sales, Online/Websites/Micro sites, Editing and Red Bee Playout) defined as part of each deal as well as architecting the technical separation and ongoing transitional services. This included negotiation, commercials and technical solutions and transitional services within technology

- Led the technical separation and ongoing transitional services including migration solutions for Ex NTL Ireland sale to UPC.

Integration:

- Migrated & standardised 14 ex Telewest's cable Co's onto a common set of platforms for all BSS/OSS (Billing, CRM, mediation, provisioning, financial accounting and reporting). Delivering one of the most complex set of migrations and business transformations undertaken by Telewest (Virgin Media).

- In-sourced from a managed service partner all of Virgin Mobile's data centre services successfully integrating into Virgin Media's estate within aggressive timelines, without business risk.

- In sourced post Telewest and NTL merger all NTL applications, services (incl TUPE) and physical architecture into Virgin Media (IBM).

Key Skills architecture, Billing, CRM, data, Negotiation, strategy, Transformation, Target operating model design, roadmap, telecoms, billing, CIO, CTO, ERP, Outsourcing, Insourcing, Enterprise architecture simplification, cost efficiencies, improved customer experience, vendor management, commercial negotiation, mergers, acquisitions, divestments, revenue assurance

2003 - 2004 **mm02 - Delivery Manager- Freelance Consultant**

- Delivering an Integrated Enterprise solution for Data Warehousing, Campaign management, CRM, Sales and Marketing and Financial reconciliation and reporting.

- Business Case production.

- Full budget management and control.

- Scope and shaping solution through definition phase.

- Integrating and delivering solution End 2 End through development to 'into service' state.

- Post Implementation reviews and management.

- Business Transformation & readiness.

- 3rd party management (LogicaCMG).

- Budget/pricing negotiation and management.

- Multiple concurrent project management and control, managing 3rd party project managers.

Key Skills Budget management, CRM, data, Marketing, Negotiation, Project Management

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Interim role to develop a viable plan to ensure effective and successful migration (JBA system 21) and integration of 70 interfaces within 15 source systems and their dependencies:- Billing (AMDOCS), commissions, data warehouse, direct/indirect orders (SAP), EDI external partners, web portal.

- Ensured that the SAP4.6c modules were successfully integrated into the core processes

- 3rd Party management (PwC).

Key Skills Billing, data, SAP

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1999 - 2001 **MCI/WorldCom - Senior IS Programme Manager- Freelance Consultant**

Responsible for over 150 direct and matrix-ed resources including PM's, business analysts, architects, developers, testers and application support. Accountable for over 180 key systems including billing, financial/accounting, customer services and order entry.

Delivering quick win and strategic solutions for the Billing and Financial organisations within WorldCom International Ltd including:-

- Provided recovery management to a major billing programme in jeopardy.
- Undertook Global SAP (4.6C) migration for Legacy systems (Lawson) and its Integration within tight deadlines for WorldCom.
- Provided programme Management for UUNET's migration and its Integration into the Corporate SAP (4.6) Product.
- Bespoke data warehouse and data marts for WorldCom/UUNET.
- Concept, design, strategy, construction, E2E testing, UAT, migration, cut over and deployment.

Key Skills architects, Billing, construction, Customer Services, data, programme management, SAP, strategy

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Chris Akathiotis's Education and Qualifications

1977 **second level/high school education -
High School**

Second Level -

Chris Akathiotis's Additional Information

Links

Linkedin Profile - <http://www.linkedin.com/pub/chris-akathiotis/2/b3b/134>

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