

# William Filis

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## Self-Description

Accurate, consistent, analytical, strongly empowered, excellent numerical skills, emphasising on quality, like to come up with solutions not problems, "drive for the best" mentality. Mainly been driven by company's objectives. Derive satisfaction from the completion or achievement of a high difficulty task.

## Employment History

Sep 02 to Jan 03

**National Military Academy**, Athens

*Research and Informatics Office – IT Assistant*

During my National Service I was transferred to the Research and Informatics Office of the Military Academy. The Office supports 150 senior and junior officers, 1100 cadets, and 100 public officers. I was responsible for:

- Producing statistics using MS Excel and mathematic/ statistical formulae
- Network maintenance
- Technical support
- Computer configuration
- 1st Line support

Mar 00 to Oct 00

**Pirelli Tyres UK Limited** (*National Distribution Centre*), Burton-on-Trent, U.K.

*Logistics Assistant – Junior Business Analyst*

My task was to examine and analyse the internal environment, in order to deal with the problem of duplication of information, reporting directly to the Logistic Systems Administrator Manager. I achieved in:

- Redesigning the reports of the subordinates of two of the senior managers.
- Used Excel as a tool for customized report generation, data manipulation and ad hoc data analysis.
- Data manipulation was carried out through own written code (VBA for Excel), and specifically served the need for more accurate and structured information.
- Extensively used Process Mapping to improve information structure and internal efficiency.
- The employees that were providing data to the managers had an overall estimated time saving of 1 hour per shift (3 shifts per day).
- The new report systems took place without disrupting employees' work.
- Employees were effectively trained on reports' new design.

Jul 96 to May 97

**Greca International Transport, Athens**

*Part-Time Supervisor Assistant*

For the last two months I was a part time supervisor assistant at its courier activities. The team I was involved in, through effective implementation of operations management principles, carried out major achievements:

- Decreased error rate of 9%: 10% to 1%
- Cost reduced by 20% initially
- Total time decreased by 25%
- Within these two months workload increased over 200%

Jun 95 to Aug 95

**Cobra International – Sales, Athens**

Selling office supplies with sample books. Selling rate of 10% above average.

**Education**

2001	<i>MSc in Computing for Business</i>	Staffordshire University	U.K.
1999	<i>BA in Business Administration (Hons)</i>	Staffordshire University	U.K.
1997	<i>Certificate in Business Administration</i>	Omega Business School	Athens
1996	Oxford Proficiency (Distinction)	CESS	Athens

**Seminars**

Jan 04	<i>Sales Growth and Techniques</i>
Dec 02 to Mar 03	<i>Designing and Administrating E-commerce Networks</i>
Dec 96	<i>Teleworking</i>
Apr 95 to Jul 95	<i>Business Trade Terminology</i>

**Dissertations / Research**

**Postgraduate**      *“E-commerce, E-integration, and Business Processes”*  
 A thorough research on how companies must integrate their internal processes so to cope with ecommerce.

**Undergraduate**      *Decision Support Systems “Can such a system improve the decision-making process?”*  
 A comparison has been made between the structure of such a system and the process or rules under which the decision making is carried out.

**Certificate**      *“Investments - Diversity and Diversification”*  
 Examining the investments environment such as securities, bonds, financial intermediaries, investment management, financial markets, ratios etc.

**Hard Skills**

	Excellent	Very Good	Good	Basic Knowledge
MS Excel (VBA) – Word	✓			
MS Access – PowerPoint		✓		
MS Outlook – FrontPage			✓	
SSADM			✓	
Process Mapping		✓		
SQL 7.0 - HTML				✓
Computer configuration			✓	

**Interests**

Composing music

**Referees**

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