



# Gerasimos Kontos, PhD

**Date & Place of Birth:** 22<sup>th</sup> November 1982, Corfu, Greece

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**Military Service:** Fulfilled in Greek Presidential Guard (02/2007 – 02/2008)

## PERSONAL STATEMENT

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Broad minded, resourceful and highly energetic professional encompassing a rich academic background in the fields of economics, operations management and continuous improvement is regularly looking for a new challenging role in business process re-engineering. Teamwork, motivation and project – based approach are the keys to achieve greater set targets

## PROFESSIONAL & PROJECT-BASED EXPERIENCE

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- 2017 – Current**  
Tasks & Role      **Continuous Improvement Analyst for the Best Regional European Airline**  
Responsible for reviewing, improving and redesigning business processes and ground handling services provided by airline’s key suppliers as part of continuously improving service delivery to customers. Improvement projects focus heavily on enhancing operational efficiency, improving cross functional team working whilst maintaining existing cost structure
- 2015 – 2016**  
Tasks & Role      **Safety Operations Coordinator at Swissport Greece Ground Handling Services**  
Safety Operations Coordinator responsible for the coordination, implementation and compliance of Safety, Operational and Emergency Procedures mandated by IATA, EASA and Customer Airlines for safe handling of passengers and shipments including Dangerous Goods. Operational procedures were coordinated on 22 Greek Airports on a timely restricted schedule and on the basis of a pre-determined budget. Collaborative decision making was adopted to streamline operations in terms of speed, efficiency and accuracy. Any operational deviations would result in a change in operations’ priority and trigger the activation of alternative courses of action
- 2013 – 2014**  
Tasks & Role      **Advisor on Lean Six Sigma and Continuous Improvement**  
Advisor of two project teams within the air cargo operations industry wishing to assess their organizational capability for Lean Six Sigma according to the DMAIC framework. Operations improvement guidelines, personnel engagement strategies, and implementation roadmaps were formulated through the engagement of Business Unit Managers, Operations Managers and shop floor employees
- 2008 – 2012**  
Tasks & Role      **Project Coordinator at the Business School of the University of the Aegean**  
Project coordinator of a team responsible for designing based on users’ needs the electronic services that support the IT operations of the Business School of the University of the Aegean. *Websites, Fora and Educational Portals* were developed among others

**2009 – 2011**      **Project Coordinator at the Dept. of Sociology of the University of the Aegean**  
 Tasks & Role      Project Coordinator of a team responsible for the organization of training seminars and weekend courses within the field of Continuous Improvement for Educational Institutions. Seminars and courses were coordinated and conducted on all the islands in the North Aegean Sea

## ACADEMIC & INTERNSHIP EXPERIENCE

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**2016 – 2017**      **Academic Supervisor at the Dept. of Food Science & Nutrition, University of the Aegean, Greek Competition for the Creation of Eco-Innovative Food Products (Ecotrophelia)**

Tasks & Role      Academic supervisor of “Honey Bee Good” project team which received the Honorary Prize – *Better Marketing Plan & Promotion Prize* for the creation of an innovative honey with high nutrient density in collaboration with Apivita. The prize was awarded by Federation of Hellenic Food Industries

**2016 – 2017**      **Instructor at the Dept. of Food Science & Nutrition, University of the Aegean**  
 Tasks & Role      Instructor (Graduate Level) in the field of: Designing Business Plans for SME in the food industry

**2016 – 2017**      **Instructor at the Dept. of Food Science & Nutrition, University of the Aegean**  
 Tasks & Role      Instructor (Graduate Level) in the field of: Innovation Management and New Product Development

**2008 – 2012**      **Adjunct Lecturer at the Business School of the University of the Aegean**  
 Tasks & Role      Adjunct Lecturer (Post-Graduate Level) in the fields of: *Logistics and Supply Chain Management, Decision Making using SPSS & Excel* and *Total Quality Management*

**2004 - Summer**      **Trainee at the National Bank of Greece**  
 Tasks & Role      Trainee in Housing and Consumer Loans

**2003 - Summer**      **Trainee at the General Bank of Greece, now officially merged into the Piraeus Bank**  
 Tasks & Role      Trainee in Consumer Investment Products

## EDUCATION

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**2008 – 2014**      **University of the Aegean, Department of Business Administration**  
 Acad. Degree      Doctor of Philosophy (PhD), in Lean Operations and Continuous Improvement, *(Scholarship Awarded by Ministry of Education, Lifelong Learning & Religious Affairs - co-financed by Greece and European Social Fund under the promotional grant Heraclitus II)*

Thesis      *Management and Tactical Readiness for Lean Six Sigma Continuous Improvement Projects. Development and Validation of an Assessment Instrument with Empirical Application in the Air Cargo Logistics Industry*

**2005 – 2007**      **University of the Aegean, Department of Business Administration**  
 Acad. Degree      Master of Business Administration (MBA), Honours Degree in Operations Management, *(Scholarship for Exceptional Performance - All Academic Semesters)*

Thesis      *Design and Development of E-Government Services for Distribution Collaboration Networks*

**2000 – 2005**      **University of Crete, School of Social Sciences**  
Acad. Degree      Bachelor in Economics

## **PROFESSIONAL CERTIFICATIONS, IT SKILLS & LANGUAGES**

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**European Certified Logistician – Senior Management Level** (Completion date Feb. 2018)

**Lean Six Sigma Green Belt Certification** – (Completion date Dec. 2017)

Quantitative and Qualitative Analysis Software **SPSS**, Developed by **IBM**

Computer Literacy, **Microsoft Office** (*Word, Excel, PowerPoint, Access, Outlook*)

English (Fluently), **PROFICIENCY** foreign language certificate, University of Michigan, TOEFL

## **PERSONAL INTERESTS & MEMBERSHIPS**

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Member of the **Greek Economic Chamber** & the **Hellenic Institute of Logistics and Management**

Reader of **Ground Support Worldwide** and **Ground Handling International** media magazines