

# Yiannis Mikrogiannakis

Athens, 1964 (56)

15 Dolianis Str, Maroussi Athens 151 24 & • tel. 210 61 24 111 • mob. 697 200 5600 •  
mail: [mikrogiannakis@mindithaca.com](mailto:mikrogiannakis@mindithaca.com) • [www.mikrogiannakis.com](http://www.mikrogiannakis.com)

A top - level executive, consultant and public speaker acknowledged for his organizational skills.

He is the founder of Mind Ithaca agency, specializing in digital & business transformation.



He co-operates with enterprises, guiding & supporting their people to achieve amazing efficiency and operational results. His “Metamorphosis Seminar”, the “Odyssey Method” and the “Telemachus Workshop” are acknowledged as great labs for understanding and implementing business transformation. They are also considered as rare, inspiring experiences for the participants.

Earlier, he served the major business software companies playing an important role - both to his industry and to enterprises’ computerization. For over 25 years, he has been in charge of sales, marketing, customer services, product development and quality assurance departments as well as large units in GM level positions in Greece and abroad.

He has worked in the design, production, sale, implementation and support of numerous ERP, CRM, Tax - Accounting, HR – Payroll software products and he has cooperated with hundreds of enterprises in the field of manufacturing, distribution, retail and services. He has supervised large teams, complex re-engineering & IT projects, as well as packaged solutions for mass SME market. His methods are still considered as a model for many Greek software vendors and partners.

Yiannis has studied Business Management at the Athens University of Economics and speaks English & French. He loves outdoor activities, he is a tournament-level chess player and enthusiastic public speaker.

## Experience

### Mind Ithaca PC

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#### Founder & CEO

Jul 2014 – Present (4 years 9 months, full time since Oct 2017)

Management Consulting projects & Seminars on business transformation

### SingularLogic S.A.

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#### Business Development Director

May 2017 - October 2017 (6 months)

Business development projects

#### Sales GM

November 2016 - April 2017 (6 months)

Responsible for overall sales (direct & channel business).

#### Software Products & Services GM

January 2015 - October 2016 (1 year 10 months)

Responsible for product management, development & services (direct & channel business).

#### Vendor & Cloud Division GM

March 2012 - December 2014 (2 years 10 months)

Responsible for sales, product management, development & services (packaged software, channel business).

### SoftOne Technologies

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#### Strategy & Innovation Director

December 2011 - February 2012 (3 months)

New business development

#### Research & Development Director

March 2008 - December 2011 (3 years 10 months)

Head of software development and product marketing

#### Business Development Manager

November 2002 - March 2008 (5 years 5 months)

Business operations & project management across marketing, R&D, customer service and sales depts.

### Unisoft – Altec

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#### ALTEC Software General Manager

March 2002 - September 2002 (7 months)

Head of ex Unisoft company

#### UNISOFT Business Development Manager

April 1999 - February 2002 (2 years 11 months)

Business Development & Operations Management. Also: Head of Customer Service • International

Business Manager - Romania, Bulgaria, 2000 – 2001 • Quality Assurance Manager, 1999 - 2001

#### UNISOFT Customer Service Manager

May 1996 - February 2002 (5 years 10 months)

Head of Customer Service.

#### UNISOFT Business Operations Manager

November 1992 - May 1996 (3 years 7 months)

Departments coordination and marketing

## Earlier

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### **MICROSOFT Hellas, Sales Development Manager**

September 1992 - October 1992 (2 months)

Microsoft Hellas foundation.

### **UNISOFT, Sales executive**

December 1989 - September 1992 (2 years 10 months)

Channel development and direct sales

## Education & languages

**University:** Athens University of Economics & Business • Business Administration & Management • 1982 – 1987

**Languages:** English & French

## Honors

- Chief of Class - Infantry Reserve Officer School, Hellenic Army • 1988
- Member of Hellenic Mensa • since 1994
- Licensed pilot • 1994
- Classic Marathon Race finisher • 2004\_2010
- Bronze Winner - Hellenic Skydiving National Championship • 2011

## Appendix

### Achievements in quantitative terms

**Confidential**

#### **SingularLogic, as Vendor General manager (2012 – 2014)**

85% EBIDA increase (first year of service, 2013 vs 2012)

EBIDA / Turnover ratio improvement (2013 = 27% vs 2012 = 13%)

49% EBIDA increase (second year of service, 2014 vs 2013):

EBIDA / Turnover ratio improvement (2014 = 42% vs 2013 = 27%)

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#### **SoftOne, as Business development manager (2003 – 2005)**

*Sales department was not in place until 2005*

600 + new contracts signed, mainly large accounts (e.g. Ernst & Young, Moustakas, G4S).

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#### **Unisoft/Altec, as Customer Service Manager (1996 – 2002),**

*Responsible for Services & Maintenance lines of revenue*

Turnover € 7,5 m from € 500 k (1996 to 2001) - amounts in drachmas were 2,5b and 173m respectively.

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#### **Unisoft, as Salesman (1989 – 2002)**

2.500+ new installations (direct sales & channel business)