

## George Michaelides

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### Information Communications Technology (ICT) Executive

**22+ years** of experience in delivering optimal results and business value in high growth and service demanding environments

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A visionary and strategic thinking individual, insightful and results driven professional, having rich experience in project management, and electronic communications. Possess in-depth knowledge in ICT, regulation, Cybersecurity, IT Outsourcing and Service Delivery and transformation in line with ITIL recommendations. Proven track record in providing customer support and delivering solutions to diverse users. Exemplary abilities in building long lasting relationships with key decision makers. Trusted leader, empowering and motivating multi-country, multi-cultural virtual teams towards achieving business goals, while chalking out improvement plans. Proven interaction and communication skills. Significant experience in implementing and promoting Change across organizations.

#### AREAS OF PROFICIENCY

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Cybersecurity	Electronic Communications	Project Management/PMP
Stakeholder Management	COBIT5, ITIL V2/V3	Virtual Team Management
Regulation and Strategy	Service Delivery & Transformation	IT Outsourcing

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#### PROFESSIONAL WORK EXPERIENCE

##### Commissioner of Electronic Communications and Postal Regulation

**June 2014 – Present**

- Regulator for the Electronic Communications market (500m in total) in Cyprus; aiming to increase competition, promote investment and protect consumers (ensuring the best possible price, quality of service and customer support)
- Regulator for NIS (Network and Information Security) for Critical Information Infrastructures (CIIs)
- Advisor to the Minister of Communications and Works
- Champion and owner of the Cyber Security Strategy for Cyprus
- Board Member at BEREC (European Board of Regulators) and BEREC Vice President 2018
- Instigator and leader of the Digital Security Authority
- Instigator and leader of the National CSIRT (Computer Security Incident response Team). The new CSIRT organization has been set (first time ever) by utilizing ICT Best Practices, aiming to improve efficiencies, and customer stakeholder experience

##### Professional Services Consultant – Project Manager, NCR (Middle East & Africa)

**March 2014 – June 2014**

- Project Managed the intelligent deposit across the region of Middle East & Africa (MEA)

##### Personal Development - Obtaining additional qualifications

**Sep 2013 – Dec 2013**

- COBIT5 Foundation - awarded December 2013
- ITIL V3 Foundation - awarded December 2013
- Project Management Professional (PMP) by self-studying - awarded November 2013

##### Senior OCM (Organizational Change Management) Consultant, Procons-4IT Ltd – Jeddah, S. Arabia

**Jun 2012 – July 2013 (contract)**

- Co-managed the OCM related functions for Islamic Development Bank (IDB) Group, IT modernization program
- Produced and managed awareness campaigns across the IDB Group
- Managed several activities such as stakeholder analysis, business impact, risk assessment and management. The program was a 32m ERP project covering all the Bank's operational activities

### **Regional Head of Service Integration (EMEA), Thomson Reuters Ltd, (Europe, Middle East & Africa)**

**Jun 2011 – Nov 2011**

- Appointed as a representative and point of contact for Regional Service Delivery Management to the transformation project teams, ensuring the seamless transition to new services
- Judiciously prepared the handover documentation and knowledge transfer sessions around the support organization and activities across Europe, Middle East & Africa

### **Regional Head of Service Integration (EMEA), Fujitsu UK - Thomson Reuters account, (Europe, Middle East & Africa)**

**Sep 2009 – May 2011**

- Managed the delivery of Service for more than 12,000 users located at 75 countries
- Spearheaded a multidisciplinary team comprising of 240 members located in more than 30 countries. Accountable for a resources budget of 9m GBP
- Headed the outsourcing and service transformation and integration activities across the region
- Successfully built one of the most well performing team of regional Service Managers across the account. Handled staff motivation high, whilst keeping the staff turnover lower than 4%, with key staff turnover to almost 0%, throughout the outsourcing project
- Successfully re-organized the services to achieve 8% cost saving while still delivering the contractual SLAs
- Maintained a Continuous (Service) Improvement program by closely interacting with the regional team, Service Desk and the client

### **Regional Service Delivery Manager, Fujitsu UK - Thomson Reuters Account, (Middle East, Africa, CIS, Turkey, Israel, Central Europe and Balkans), Aug 2007 – Sep 2009**

- Seamlessly managed the service delivery functions for more than 3000 users located in 54 sites while delivering the various transformation milestones. Managed a team comprising of 80 members located in 15 countries
- Instrumental in establishing and promoting a new service desk in the region
- Initiated and implemented business continuity plans in more than 5 major regional centers including testing

### **Regional Information, Service & Technology Manager, Reuters, (Middle East, Africa, CIS, Turkey, Israel, Central Europe and Balkans), Apr 2005 – Aug 2007**

- Managed the delivery of service for more than 2000 users located in 50 sites, lead a team of 45 professionals
- Actively participated in outsourcing project (including due diligence and service design)
- Successfully re-organized the regional service organization according to ITIL recommendations
- Rolled out infrastructures successfully across the region within time and budget

### **Other Assignments:**

Reuters Ltd 1997 – 2007

- *Business Office Manager, Europe, Middle East & Africa, Sep 2004 – Apr 2005*
- *IT Services Manager, Jan 2003 – Apr 2005*  
(Emerging Markets: Middle East, Africa, CIS, Turkey, Central Europe and Balkans)
- *Technical & MIS Manager (East Med & N. Africa), Feb 2002 – Jan 2003*
- *MIS Manager (East Med, N. Africa & Balkans), Oct 1999 – Feb 2002*
- *Chief Engineer (Cyprus), Jan 1999 – Oct 1999*
- *Senior Systems Engineer (Cyprus), Oct 1997 – Jan 1999*

Manager, Data Communications Solutions, Demstar Computer Systems Ltd, Feb 1997 – Oct 1997

IT Manager, Cyprus College, Sep 1995 – Feb 1997

Network Manager and Head of Computing Department, P. A. College, Larnaca, Oct 1993 – Aug 1995

### **ACADEMIC CREDENTIALS**

- M.Sc. in Communication Systems - Computer Networks, Swansea College, University of Wales: 1992 - 1993
- B.Eng. in Computer Engineering, Queen Mary and Westfield College, University of London: 1989 - 1992
- H.N.D in Electrical Engineering, Higher Technical Institute, Cyprus: 1984 - 1987

### **PROFESSIONAL QUALIFICATIONS**

- IT Governance - COBIT5 Foundation Certificate, 2013
- Project Management Professional (PMP), 2013
- IT Infrastructure Library (ITIL V3) - Foundation Certificate in IT Service Management, 2013
- IT Infrastructure Library (ITIL V2) - Manager's Certificate in IT Service Management – Red Badge, 2006
- IT Infrastructure Library (ITIL V2) - Foundation Certificate in IT Service Management – Green Badge, 2003