

Constantinos Constantinou

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Adaptive with constant willingness to learn and bring change to organizations by enabling collaboration and strengthening customers' empathy. Strong technical background, led teams and worked with technology partners on building platforms and products that thrive.

Experience

3CX Ltd

January 2019 - Present

Product Manager

- Analysed user problems and requirements by seeing users' interaction with the product and funnel feedback from customer community forum and support team.
- Managed and developed the roadmap for the Live Chat module and achieved steady growth of active installations monthly.
- Launched a wizard-based CRM Integration API builder that enabled custom integrations by reducing implementation time by 50 percent.
- Collaborated with the team of developers, QAs, marketing, and remote teams to improve business agility by reducing time to market.
- Managed the transition of an end-user application to cross-platform that builds apps as native. Reduced development cost by 25 percent by reusing web codebase.
- Contributed to the company's fast-paced expansion by working in parallel to multiple projects.

Logicom Solutions Ltd

June 2018 – December 2018

Product Manager

- Framed SaaS solution for corporate intranet portal based on Microsoft 365 platform that enabled collaboration and information sharing among employees.
- Facilitated workshops to create empathy and users journey maps.
- Managed product backlog, created user stories, prioritized and reported on a timely basis to stakeholders for the development iterations.
- Worked with the marketing and business development team to increase product adoption across different markets.

Logicom Solutions Ltd

March 2012 – May 2018

Technology Team Leader

- Led team across broad technical and business disciplines. Aligned team on business goals and tracked progress to ensure project milestones were met on time, on budget and within scope.
- Streamlined team processes to improve communication and administration of 15+ annual support contracts.
- Functioned as a decision maker on projects, by easing the resolution of day-to-day business and technical issues.
- Responsible for the recruiting, development planning, mentoring, and evaluation of all team members' performance.

Logicom Solutions Ltd (ex. Inteli-scape)

October 2009 – February 2012

Software Developer

- Researched and developed reusable components for intranet and extranet solutions that reduced development and release cycle.
- Supervised the process of preparing the statement of work to avoid any scope creep on the implementation phase.
- Supervised and aided technical support (Tier 3) on high profile clients.
- Assembled processes for documenting client's setup and defined document templates for gathering business requirements.

Ermes Group of Companies

April 2008 – September 2009

Software Developer

- Analysed business requirements and designed ETL integrations to process order data for the corporate gateway hub system.
- Formulated and implemented management reports on the ERP system.

Elysee Irrigation Ltd

August 2007 – March 2008

IT Manager

- Evaluated software solutions and vendors according to business requirements.
- Delivered support for over 50 employees, resulted in improvement of productivity and efficiency on a daily basis.

Certifications

PRINCE2® Practitioner

GR634048225KK7

Scrum.org - Professional Scrum Master I

2282117

Skills

Leadership, Communication, Strategy, Problem solving, Prioritization, Listening, UX / UI design, Agile

Technical Skills

Jira, Slack, Zoom, Figma, Balsamiq, Zapier, Microsoft Power BI, HTML/CSS/JS, SQL

Spoken Languages

Greek (Native proficiency) | English (Professional proficiency)

Education

European University of Cyprus

Master in Business Administration

Dropped

Higher Technical Institute of Cyprus

Diploma in Computer Studies

2002 - 2005

B Technical School, Nicosia

Computer Studies

1999 - 2002