

Stelios Eleftheriadis

Head of Strategy & Planning

Experienced leader with over 20 years in technology and grocery sectors. Successfully launched and managed an e-commerce grocery startup and developed physical retail stores. Currently a senior consultant for wholesalers and production companies in the supermarket industry. As the designer of Connectoras, an AI-based e-commerce application, I have improved integration with ERP systems and increased operational efficiency. Skilled in driving growth, streamlining processes, and using technology to enhance business performance.

CONTACT

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PROJECTS

LG Electronics Service Center SBL - Thessaloniki, Greece

Feb '06 · Established and managed the LG Electronics Service Center Providing nationwide support for monitors, laptops, and hotel PMS. Developed a centralized hub, led a team of technicians, and ensured efficient, high-quality service for both B2B and B2C clients, maintaining high customer satisfaction across Greece.

- Enhanced operational processes and service delivery, leading to reduction in average repair turnaround time and increasing customer satisfaction score

EXPERIENCE

Senior Strategy & Planning Manager

Mar '19 - Present

Kazepi Group Private Company · Salonica, Central Macedonia, Greece · Hybrid

- Developed and delivered core functions for logistic center management, including inventory tracking and order fulfillment modules, achieving a 23% increase in operational efficiency and a 30% reduction in order processing time
- AI order inventory management, resulted to a 25% reduction in inventory levels and a 35% improvement in overall supply chain efficiency.
- Implemented process improvements that increased operational efficiency by 30% and cut the overhead costs by 20%, streamlining workflows and optimizing resource allocation
- Established robust relationships with suppliers and key vendors, enhancing order management processes which narrows the supply chain costs by 15% through improved negotiation and streamlined procurement practices.

Chief Technology Officer (CTO),

Feb '15 - Present

STEEL.gr · Thessaloniki, Central Macedonia, Greece

- Successfully build a customized ERP solutions for a diverse range of clients, encompassing finance, grocery, supply chain, and HR modules. The result is a 25% improvement in overall business efficiency

External Consultant in Strategy and Development

Jan '06 - Present

Various Companies · Ευρώπη

- In addition to my primary role, I serve as an external consultant for several businesses, specializing in design and development with a focus on business growth. I provide strategic planning, product development, and process optimization services. My consultancy efforts have led to a 20% increase in revenue for clients, a 30% improvement in operational efficiency, and a 15% reduction in time-to-market for new products.

Senior Software Engineer - Technical Project Analyst and Strategy advisor

Feb '16 - Present

connectoras · Cyprus, global

- Analyze and design integration functionalities that connected major e-commerce platforms reducing manual data entry errors by 40%.
- Defined and built critical features for advanced logistics and e-commerce solutions

Principal Software Engineer

Feb '14 - Feb '15

STEELGR LTD

- Implemented strategic cost-saving initiatives and process optimizations, resulting in a significant reduction of about €1,000,000 in operational expenses while maintaining high service standards.

Connectoras AI Software

Feb '13 · Design Connectoras AI software platform

- Developed interactive prototypes for Connectoras AI software platform, resulting increase in user engagement, and failure reduce

KalesTimes Plan and development Project

May '19 · Led the Creation and Expansion of an Online Grocery Store and Physical Retail Outlets Focused on the Small Market Segment

As General Manager of Kales Times, I launched an online grocery store and developed physical stores for the small market segment. I managed all aspects of the project, including systems, logistics, and store operations.

- Successful Online Store Launch
- Efficient Physical Store Rollout
- Optimized Inventory and Logistics

Senior E-Commerce Strategy and Planning Consultant

Strategic Consultant Specializing in E-Commerce Platform Design, Implementation, and Planning for Multiple Online Retailers

As a senior consultant, I have successfully guided the implementation and design of numerous e-commerce platforms, delivering tailored solutions that enhance online retail operations and optimize user experiences.

Principal Electronics Engineer

STEELGR LTD · Greece

Feb '12 - Feb '14

Owner

STEELgr LTD

Feb '03 - Mar '12

Founder

Nov '08 - Present

Connectoras · Thessaloniki, Central Macedonia, Greece · On-site

- connect ERP systems with various e-commerce platforms
- Desinged advanced AI functions for marketing automation
- Established strategic partnerships and cultivated a strong client base.

ERP Planning IT Advisor

Feb '08 - Present

Bioagros · Greece

- Guided the deployment of advanced ERP solutions tailored to the needs of the organic goods industry
- Provided strategic IT advice to ensure systems met regulatory requirements for organic certification and quality control
- Advised on long-term IT strategy and planning to align technology with business goals, supporting the factory's growth

Director - Lg Electronics Service Center

May '06 - May '15

LG Electronics · Thessaloniki, Central Macedonia, Greece · On-site

- As the director of the LG Electronic Service Center in Thessaloniki, Greece, I led a team of 19 technicians specializing in hotel signage, monitors, and laptops.
- Our center served as the primary support hub for LG electronics across the entire country, ensuring top-notch service and satisfaction for our customers nationwide.

Strategy & Planning Advisor To Efthivoulis.gr Cash and Carry

Jan '24 - Present

Efthivoulis Cash & Carry · Thessaloniki

- Implemented and managed EDI (Electronic Data Interchange) processes
- Conducted thorough competitive analysis to monitor market trends and competitor strategies
- Optimization of Online Store Procedure
- Reorganization of Customer Service System giving 22% customer satisfaction

EDUCATION - AWARDS

Unified Multidisciplinary High School of Thessaloniki | Engineer's Degree

Electronics Engineering · Grade: 17.1 · Graduation: Jun '00

Completed a high school program with a focus on electronics engineering, where I gained foundational knowledge in electronic circuits, microprocessors, and digital systems. This education provided me with both theoretical insights and practical skills essential for a career in technology and engineering.

SKILLS

Budgeting · Business Intelligence
· Competitive Intelligence ·
Communication Skills · Forecasting
· KPI Development · Data Analysis ·
Decision Making · Market Research
· Problem Solving · Stakeholder
Engagement · Team Management ·
Project Management · Presentation
Skills · Critical Thinking · Strategic
Planning · Scenario Planning · Risk
Assessment · Process Optimization
· SQL · ERP Implementations

Polyhedron Tutorial Center | Other

Computer Information Systems · Grade: 9 · Graduation: May '94

Received comprehensive training in programming fundamentals, focusing on languages such as Visual Basic, C++, and Turbo Pascal. Instruction was provided by Panagiotis Vogiatzis

Infolab Thessaloniki | Non-Degree Program (e.g. Certificate)

SQL Server Course · Graduation: Jun '05

Completed advanced training in SQL Server, enhancing skills in database management and querying.

SoftOne Technologies S.A | Non-Degree Program (e.g. Certificate)

ERP systems Specialist · Graduation: Aug '17

ERP Technical Certificates as Technical 1, Technical 2, ERP 1, ERP 2, CRM, Cloud Platform, Accounting 1

ERC - European Resuscitation Council | Other

Basic Life Support Director

Certified as a Director in Basic Life Support, with expertise in emergency response and life-saving techniques.

ERC - European Resuscitation Council | Other

ALS PROVIDER · Graduation: Feb '20

Certified as an ALS Provider, skilled in advanced life support techniques and emergency medical procedures

Driver License | Other

Driver License

European Category B Driver License

SSI | Other

SSI Scuba Diving · Graduation: Aug '21

SSI OpenWater Diver and night limited Visibility

Infolab | Non-Degree Program (e.g. Certificate)

Microsoft BI · Graduation: Jan '23

Utilized Microsoft BI tools to design and deploy comprehensive business intelligence solutions, enabling advanced data analysis, reporting, and decision-making. Successfully integrated BI systems to streamline data workflows and provide actionable insights for strategic planning.

LG Electronics | Other

Award - Best Service Center · Graduation: Jan '09

Best Service Center - cause of customer satisfaction and cost reduction

SoftOne | Other

Award - Best Vertical Solutions · Graduation: May '18

Connectoras Best Vertical Solution

epomea_greece | Other

Award - Volunteer · Graduation: Jan '20

Awarded for exceptional commitment and outstanding contributions as a volunteer, demonstrating leadership, dedication, and a significant positive impact on the community.