

CV - GEORGE ATHANASAKIS

A 20+ year ATM industry professional with proven technical training capabilities coupled with demonstrated expertise at ATM security, product delivery and project management. A member of the Australian Institute of Security Executives and has contributed in the past to ATMIA initiatives such as the Ram Raid, Gas Attack, Anti Skimming committees. George is also a member of the recently formed Australian Government Relations Committee making representation on behalf of the ATM Industry to regulators and policy makers.

CAREER OUTLINE

Australian Technology Management

2006 – Present

Founder & Director
ATM Security Consultant
ATM Technical Trainer

Diebold Australia

1999 – 2006

ATM National Technical Support /Advisor
ATM Technical Trainer
Executive Account Operations Manager

NCR

1989 - 1999

Senior ATM and I.T Engineer

SELECTED KEY ACHIEVEMENTS

- Project managed the installation, maintenance and operation of critical ATM sites during the Sydney Olympic Games.
- Implemented service and security strategies and negotiated ATM maintenance contracts for 7000+ terminals representing approximately \$12 million in revenue per annum.
- Supported & managed 100+ field engineers on a daily basis ensuring maximum ATM network availability.
- Successfully rolled out vendor's new line of ATMs into Australia in 2003 following an extensive equipment certification program.
- Identified technical issues/skill set exposures/ deficiencies and increased profitability of maintenance contracts and availability of ATM networks by designing and delivering nationwide vendor specific training for internal and external customers.
- Compiled technical, process and support documentation subsequently utilised by technical departments worldwide.
- Achieved and exceeded contracted Service Level Agreements delivering \$3.5 million annual revenue. Resulted in the successful acquisition of subsequent maintenance contracts adding approximately \$4 million per annum in revenue.
- Recognised by previous employer's Great Performance Recognition Program for excellence in service delivery. Involved a major Australian Bank's redesign of their retail branches and the implementation of the ATM as a focal point of Customer Relationship Model (CRM).
- Achieved contracted Service Level Agreements for a dedicated 1500+ ATM nationwide network achieving \$3 - \$4 million service revenue per annum. Success with this account resulted in the acquisition of a further two nationwide maintenance contracts contributing a further \$4 - \$5 million revenue per annum.

EDUCATION & TRAINING

Microsoft Certified Technical Education Centre (EDUCOM)

2001 – 2002

- Microsoft Windows Network / Operating System Essentials
- Supporting Microsoft Windows / Professional and Server
- Supporting a Network Infrastructure using Microsoft Windows
- Implementing and Administering Microsoft Windows Directory
- Design and Secure MS Windows Network

CISCO Systems

2001 - 2002

- Interconnecting Cisco Network Devices (ICND)
- Building Scalable Cisco Networks (BSCN)

NCR

1989 - 1999

- 50XX/56XX/58XX ATM

Institute of Technical and Further Education (TAFE)

1988 – 1994

- Advance Certificate in Computer Technology

Diebold

1999 - 2006

- i series, MDS, ix & Opteva ATMs

PROFESSIONAL ASSOCIATIONS

- Member of the Automatic Teller Machine Industry Association
- Member of the Australian Institute of Security Executives

ABOUT Australian Technology Management

Australian Technology Management is an independent ATM services provider and consultancy based in Sydney, Australia. It currently provides advice, products and services to domestic and international clients and has evolved into a provider and consolidator of state-of-the-art ATM security solutions. Its services include ATM sales, service, security, ATM refurbishment and tailored ATM training programs. Australian Technology Management is a member of the Automatic Teller Machine Industry Association (ATMIA) and is an Australian Master Security Licence holder.