EMMANOUIL (MANOS) KAVVOUSANAKIS

IT DIRECTOR | HEAD OF IT | TECHNOLOGY LEADER

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EXECUTIVE PROFILE

Technology and engineering leader with 30+ years of technology experience and 25+ years in leadership. Enterprise IT strategy, operating models, governance, commercial performance and resilient technology services. Founded and led a technology services business; established five technology functions; combines strategic direction, team leadership and hands-on engineering across Microsoft, Linux, broadcasting and enterprise infrastructure.

SELECTED CAREER ACHIEVEMENTS

- Served 50,000+ users across career; led migrations of 40,000+ user accounts and approximately 360TB of data across multiple eras and platforms.
- Integrated seven acquisitions involving approximately 6,500 users across 11 operational locations.
- In most recent role, delivered £165,000+ in recurring annual cloud/licensing savings and avoided approximately £350,000 of external consultancy expenditure.
- Established self-sufficient internal IT support within 12 months; delivered approximately 95% of transformation initiatives with internal resources.
- Reduced first human response from two hours to 15 minutes and service resolution times by approximately 80%; one service desk SLA breach over five years.
- Led four Microsoft 365 tenant-to-tenant migrations with BitTitan MigrationWiz; largest involved more than 2,000 users.
- Designed or commissioned approximately 20 data centres/server rooms; led 50+ significant technology projects and built five technology functions.

LEADERSHIP & TECHNOLOGY EXPERTISE

- Strategy & delivery: IT strategy and roadmaps; operating models; boards and executive reporting; budgets up to £600k; individual project budgets up to £120k; vendor agreements up to ~£300k total over multiple years.
- Cloud & digital workplace: Azure, Microsoft 365, Exchange Online/hybrid, SharePoint, Teams Phone, Azure Virtual Desktop, Intune, Autopilot, Entra ID, PowerShell, Power Automate, Power BI and BitTitan.
- Infrastructure & resilience: Windows Server, Linux (Ubuntu/Red Hat families), Linux clusters, VMware, Hyper-V, Citrix, Azure hybrid networking, SQL Server administration and HA, network/security appliances, backup and DR.
- Cybersecurity & governance: led Cyber Essentials and Cyber Essentials Plus organisational assessments; GDPR/UK GDPR, ITIL, SOC 2 exposure; participated in ISO 27001 ISMS implementation; incident leadership.
- Engineering & industry: 24/7 broadcast technology, satellite/transmission systems, RF networks, VoIP/Asterisk, hardware/electronics, databases and software engineering foundations.

PROFESSIONAL EXPERIENCE

Bidvest Noonan / NextGen Group / Just Ask Estate Services | 2020–2026

IT Service Delivery Manager / IT Manager

Built an internal IT function supporting an approximately 8,000-person workforce; transferred all day-to-day IT support from outsourced MSPs within 12 months. Delivered ~95% of transformation initiatives internally. Led cloud

migrations of 15,000 accounts, ~90TB of data and 41 servers. Delivered £165k+ annual recurring savings and avoided ~£350k consultancy costs. Reduced first human response from 2 hours to 15 minutes, resolution time by ~80%, with one SLA breach in five years.

Encompass Digital Media | 2018–2019
IT Manager EMEA

Managed regional IT operations and technology integration in international media and broadcasting; supported data centre modernisation and cross-border service delivery.

Manoto TV | 2017–2018
Technology Manager

Managed technology and infrastructure supporting continuous, 24/7 broadcasting operations.

ViewSat | 2014–2017
IT Manager

Led IT operations, internal capability development, infrastructure and business systems integration.

Glorydale Merchant Services | 2012–2013
Technical Operations Manager

Led technical operations and service delivery.

ISD Intelligent Systems Design & Development | 2003–2012
Founder & Managing Director

Founded and ran technology services business serving 180+ clients across retail, hospitality, education and financial services; led up to 16 employees and regular contractors.

Technological Educational Institute of Crete | 2003–2008
IT Manager, Digital Marketing Department

Concurrent appointment overseeing departmental technology services and infrastructure.

Earlier engineering and technology roles | 1996–2003
OMEGA SA / LATRIS Software Engineering / GE Capital IT Solutions / KIGEC / Latris Inc

Progressive engineering, infrastructure, IT support and technical delivery experience.

ADDITIONAL TECHNICAL BACKGROUND

Linux installation, tuning and open-source adoption since 1997; Ubuntu- and Red Hat-based servers and clusters; replacement of proprietary infrastructure with Linux and open-source solutions, alongside commercial Linux deployments. Experience with Cisco, Sophos, SonicWall, Palo Alto Networks, PRTG, SolarWinds, SAN/NAS, Fibre Channel, SQL Server, MySQL, Oracle and IBM DB2.