

Ioannis Alexopoulos

Operations & Business Development · Computer Engineer

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More than 15 years of experience leading teams, optimising operations and driving sustained growth. At NOBACCO, progression from store manager to regional manager, with responsibility for the region's stores, a team of 30, eight franchisees and wholesale distribution across the Peloponnese, Western Greece and the Ionian Islands. Diploma in Computer Engineering and Informatics, combining a technical background with leadership in business development. Certifications in project management and modern technologies in progress; focused on roles that bring operations and technology together.

Experience

NOBACCO · Greece · 2015–2025

2019–2025

Regional & Business Development Manager

- Ran regional operations across NOBACCO stores: policy compliance, operating expenses and ROI
- Led a team of 30 — on-the-job training, annual evaluations and recruitment
- Launched eight franchisees and supported them with training, advice and performance monitoring
- Secured retail distribution through wholesalers in seven areas: Achaia, Aitolokarnania, Argolida, Corinthia, Laconia, Messinia and the Ionian Islands

2015–2019

Store Manager

- Met the store's monthly, quarterly and annual targets
- Managed staff, work schedules and the warehouse
- Upheld the company's customer-service standards and carried corporate communication to the team

2010–2012

IT Administrator

Internet café · Kato Achaia

- Maintained and upgraded computers, peripherals and the local network
- Ran incremental backups and kept data secure
- Provided technical support and fast troubleshooting

2004–2007

Customer Service Representative

OTE S.A. · Greece

- Handled customer enquiries, complaints and escalations
- Advised customers on products and services

Skills

In progress
Professional Scrum Master (PSM) · CS50P and CS50AI, Harvard · Oracle Java Foundations

AI tools
AI coding agents (Claude Code, OpenCode, Pi) with frontier and locally run open-weight models (LM Studio, Qwen) · LiteLLM
Since October 2025 · used to build ialexopoulos.org

Management
Strategic leadership and team development · Business planning and partnership management · Analytical problem-solving and process optimisation

Applied	Academic
Python	Java · JavaScript · SQL · MATLAB ·
Six months on a company project	C · C++ · HTML5 · CSS

Tools
Linux (Debian, Fedora, Ubuntu) · Git & GitHub · VS Code · LaTeX

Education

2019	Diploma in Computer Engineering and Informatics University of Patras · School of Engineering Thesis: “Low Code Development Platforms”
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Seminars

2017–2024	Customer Service · Hellenic Customer Service Institute · 2017–2019 and 2022–2024
2018	Sales Strategy and Specialised Techniques · NOBACCO S.A. / BAT Hellas
2017	Best Practices in Customer Service · NOBACCO S.A.

Languages

Native	Greek
C2	English · Certificate of Proficiency in English · University of Michigan
C1	German · Zentrale Mittelstufenprüfung · Goethe-Institut



Online version of this CV, with the full scope of each role
ialexopoulos.org/en/