

KONSTANTINOS GIANNOPOULOS

Senior IT Manager | Infrastructure | Cybersecurity | Business Continuity | Financial Services

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PROFESSIONAL SUMMARY

Senior IT Manager with more than 30 years of IT experience and over 20 years leading technology operations in the brokerage and financial-services sector. Extensive hands-on and management experience across mission-critical infrastructure, cybersecurity, AI-assisted SOC operations, Active Directory and server modernization, business continuity and disaster recovery, financial-market connectivity, FIX integrations, networking, virtualization, Microsoft 365 and vendor management within regulated environments.

CORE COMPETENCIES

IT Infrastructure Leadership	Cybersecurity & SIEM	Network & Firewall Management	Active Directory / Windows Server
Virtualization & Colocation	Business Continuity & DR	Financial Market Connectivity	IT Project Management
Microsoft 365 / Entra ID	Backup & Recovery	Vendor Management	VoIP & Unified Communications

PROFESSIONAL EXPERIENCE

IT Manager

2004 - Present

EUROCORP Group | Athens, Greece

- Lead IT operations across Eurocorp Group companies, with responsibility for infrastructure, systems availability, cybersecurity, networking, communications, business applications, end-user services and external technology providers.
- Plan and deliver infrastructure modernization projects, balancing operational resilience, security, regulatory requirements, business continuity and cost efficiency.
- Manage Microsoft server infrastructure including Active Directory, Group Policy, DNS, DHCP, Remote Desktop Services, Microsoft 365 and Exchange Online.
- Oversee enterprise networking and security including TCP/IP, VLAN segmentation, inter-VLAN routing, VPNs, WatchGuard Firebox clusters, Cisco network devices, HP ProCurve switches, firewall policies, secure remote access, endpoint protection and SIEM monitoring.
- Manage VMware ESXi and Hyper-V environments, Linux and Windows server workloads, storage, backup, recovery and lifecycle management.
- Coordinate financial-system vendors, telecom carriers, data-center providers, market infrastructure providers and external technical teams from design and implementation through troubleshooting and escalation.

SELECTED IT LEADERSHIP & INFRASTRUCTURE PROJECTS

- **Data Center & Infrastructure Modernization:** Led the migration of legacy on-premises physical infrastructure from the company computer room to a virtualized VMware ESXi environment hosted in the ATHEX/Euronext colocation data center.
- **Active Directory Modernization:** Migrated legacy Windows Server 2003 domain services to resilient Windows Server 2025 virtual Domain Controllers, including Active Directory, DNS and DHCP services.
- **Application & Database Modernization:** Migrated business-critical Windows Server 2019 / SQL Server 2019 workloads to Windows Server 2025 / SQL Server 2022 virtual environments supporting equities and derivatives back-office systems, Entersoft/Pylon/Next accounting and payroll systems, Remote Desktop Services and trading servers.
- **Business Continuity & Disaster Recovery:** Implemented production and geographically separate Disaster Recovery infrastructure within the colocation environment, supporting continuity and ICT operational-resilience requirements in a regulated financial-services context, including DORA-related resilience objectives.
- **COVID-19 Remote Operations:** Maintained uninterrupted business operations during lockdown through an already-deployed secure SSL VPN and remote-access architecture, enabling employees to work remotely using controlled access to their corporate workstations.
- **Cybersecurity & SIEM:** Designed, implemented and currently administer a centralized Wazuh SIEM environment monitoring Windows servers and endpoints and integrating security telemetry from WatchGuard and ESET PROTECT, including endpoint events such as USB device connection and removal.
- **AI-assisted SOC & Alerting:** Built a locally hosted AI-assisted security-analysis platform using Open WebUI and custom chat/API, alert-processing and SOC dashboard services. Events are classified by severity; Critical/High incidents trigger email plus desktop and mobile pop-up/audio notifications, while Medium/Low events remain available in the SOC console and mobile interface. Local AI analyzes incidents, explains likely causes and recommends investigation and remediation steps.
- **Backup & Data Protection:** Administer Synology NAS infrastructure providing centralized storage, Docker containers, virtual machines and backup services using Active Backup for Business and Active Backup for Microsoft 365, complemented by Veeam-based backup and recovery processes.

- **Unified Communications & Cost Optimization:** Selected, designed, installed and currently administer the company's FreePBX IP telephony platform as a cost-efficient alternative to proprietary PBX systems. Configured selective call recording for client-order extensions to support MiFID II-related requirements, with company-controlled recording storage, and enabled Zoiper mobile softphone access for authorized users.
- **Hosted / Cloud Infrastructure:** Administered company server workloads hosted with Fermorite, including connectivity, server operations, access, monitoring and provider coordination.
- **Inter-Building Connectivity:** Designed and implemented a point-to-point Free-Space Optical (laser) link between two company buildings, extending the corporate LAN between sites.

INTERNATIONAL FINANCIAL & NETWORK INTEGRATIONS

- Implemented and supported FIX-protocol connectivity used for institutional order routing from Crédit Agricole / CALYON to the Greek equities market through Eurocorp's trading infrastructure.
- Designed and configured the Eurocorp-side WatchGuard site-to-site VPN with ASSYA Compagnie Financière, including firewall policies and routing, enabling secure inter-company communications and connectivity to ASSYA's AVAYA IP telephony environment.
- Currently leading the technical preparation for direct connectivity to Euronext, including provider/line coordination, network design and WatchGuard firewall/routing configuration for unicast order-routing traffic and multicast real-time market-data feeds.
- Coordinate testing, troubleshooting and technical communication with market infrastructure providers and external parties for secure trading and market-data connectivity.

EARLIER PROFESSIONAL EXPERIENCE

Project Manager & Technical Consultant BROKER SYSTEMS S.A. Athens, Greece	2001 - 2004
• Managed implementation projects for custom software solutions in banking institutions and brokerage firms. • Planned installations, coordinated technical requirements and supported deployment of business-critical financial applications.	
Head of IT / Project Manager & Technical Consultant BROKER SYSTEMS CYPRUS LTD. Cyprus	2000 - 2001
• Participated in the establishment and technical operation of the company and led its IT function. • Managed technical implementations for banking and brokerage clients.	
Project Manager & Technical Consultant BROKER SYSTEMS S.A. Athens, Greece	1999 - 2000
• Installed and supported custom software solutions for banking institutions and brokerage firms.	
IT Technician / Systems Support MICROCHIP E.P.E. Athens, Greece	1997 - 1999
• Diagnosed hardware and operating-system issues, implemented network solutions and supported business software installations.	

TECHNICAL EXPERTISE

Microsoft Infrastructure: Windows Server 2025/2019 and legacy platforms, Active Directory, Group Policy, DNS, DHCP, RDS, Microsoft 365, Exchange Online, Entra ID

Networking & Security: TCP/IP, VLAN segmentation, inter-VLAN routing, VPN, WatchGuard Firebox, Cisco network devices, HP ProCurve switches, firewall policy design, SSL VPN, ESET PROTECT, Wazuh SIEM, endpoint/USB event monitoring

Virtualization & Platforms: VMware ESXi, Hyper-V, Windows and Linux servers, Synology NAS, Docker containers, virtual machines

Financial Connectivity: FIX protocol environments, institutional order routing, exchange connectivity, unicast and multicast network services, market-data distribution

Databases & Applications: Microsoft SQL Server 2022/2019, MySQL, Oracle, business and brokerage applications

Backup & Resilience: Synology Active Backup for Business, Active Backup for Microsoft 365, Veeam, backup strategy, recovery, DR and business continuity

Communications: FreePBX administration, selective call recording, VoIP, IP telephony, Zoiper mobile softphones, inter-site telephony connectivity

Automation / AI: PowerShell, local AI/LLM-assisted analysis, Open WebUI, custom chat/API and alert-processing services; WordPress, PHP; legacy Visual Basic 6.0

EDUCATION & ADDITIONAL INFORMATION

Education: Degree in Information Technology and Automatic Systems, Athens, Greece (1993 - 1995) | Languages: Greek (Native), English (Professional Working Proficiency)