Agathoklis (Athos) Katsonouris

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Summary

I am a Software Engineering Manager at Amdocs, a leading provider of software and services for the telecommunications industry. I have over 15 years of experience in Software Development, QA, Project/Program management, Product management, Release management, and production support, working with global teams and clients across different domains and platforms.

As the acting Account Development Leader for Vodafone Italy, I am responsible for overseeing the production activities, including monitoring, deployments, issue fixing, and performance and migration streams. I also manage the OMS and Release Management teams, comprising 50 people in Cyprus and India, as well as a matrix manager of 100+ people. I have successfully led the release management of the VF.IT. (Vodafone Italy) project during a full Digital transformation, coordinating a remote team of five release managers and two PMOs (Cyprus, India, Israel, and Italy). I am proficient in agile methodologies and DevOps, and I hold the CP-DOF certification from the Agile Testing Alliance.

Experience

Software Engineering Director (ADL)

Amdocs

Jul 2022 - Nov 2023 (1 year 5 months)
Acting Account Development Leader.
*Responsible for Vodafone Italy Production activities:
Production Monitoring, deployments, issue fixing, and Performance & Migration streams.
*Line manager of OMS and Release Management teams (Cyprus & India 50 people).
*Matrix Manager of 100+ people.

Software Development Release Manager

Amdocs

Sep 2017 - Jul 2022 (4 years 11 months)
Overall ownership of complex software releases from the development stage until Production deployment.
Managing issue resolutions, providing mitigation, and prioritizing the activities.
Responsible for the software release strategy and deployment strategy to UAT & Production
Conflict management, including bridging between local and global groups.
Experience in Agile Methodology & Dev-Ops.
*Worked and travel for USCC & Vodafone Italy accounts.

***VFIT project: (Full transformation)
*Release R1.0:
Lead release manager of Vodafone Italy account :
Leading remotely a team of 5 release managers and 2 PMOs (Cyprus, Israel, India & Italy) that are managing stages of the software lifecycle (from development until production deployment)

Main responsibilities: software release strategy and deployment strategy to UAT & Production .

*Release R0.7:
Release and Version Manager for Vodafone Italy during R0.7 release CRM, OMS, Digital & Billing development (Cyprus)
Amdocs Site Manager during business UAT in Pisa call center for R0.7 CRM & OMS release. (Pisa)
Production & Deployment Manager for Vodafone Italy Account. (Milan)
Production Support Manager (Cyprus)

*Release R0.2:
Release and Version Manager for Vodafone Italy during R0.2 release CRM, OMS & Digital development (Cyprus)
Support & Site Manager During E2E & UAT of R0.2 release (Milan)
Production & Deployment Manager for Vodafone Italy Account. (Milan)
Production Support Manager (Cyprus)

***USCC Project :
Release and Version Manager for United States Cellular Corporation during digital transformation (Cyprus)

Software Engineering Group Leader
Amdocs
Feb 2015 - Sep 2017 (2 years 8 months)
*Managed teams of 20 testers (Cyprus,Israel & India)
*Responsible for the QA area activities in Project Management, including budget, resource allocation, travel plans, risks and mitigation plans.
* Managing the testing activities and ensuring the quality of the deliverables to UAT for Customer Management/Ordering Management/Billing Platforms starting from Customer Creation till validation of monthly charges documents/bills.
* Coordinated on a daily basis the QA tasks.
* Prepared a High-Level Plan for QA activities during the project life cycle and presented it to the account.
* Provided status updates by publishing daily QA progress reports to the Account Management.
* Reviewed all High Level flows prepared by QA engineers and ensured the full coverage of all business/customer requirements.
* Conducted Root Cause Analysis on all UAT/Production escaping defects.
* Lead a team of QA engineers, cared for their growth and personal development.
* Groomed new QA engineers on getting knowledge of Testing Lifecycle, Testing Methodologies such as Waterfall, Agile, Scrum.
* Built and follow-up of the Personal Development Plan on all QA engineers under my responsibility.
* Provided ongoing HR feedback to the team members regarding their performance and areas of improvement.
* Worked and travel for AT&T-UV account. (Dallas, Texas)
* Lead the portfolio testing activities during DTV upgrade for AT&T-UV account.

Senior Software Testing Engineer
Amdocs
Aug 2012 - Feb 2015 (2 years 7 months)

* Reviewed customer requirements and prepared the technical requirements in Quality Center testing tool.
* Analyzed High-Level Design documents and prepared the High Level Flows/Detailed Flows to be used for testing and certifying the quality of the deliverables
* Detected and recorded in Quality Center all defects found and followed up with relevant applications till resolution
* Participated in design reviews for User Acceptance Tests High Level flows with various 3rd party companies
* Support UAT and production rollover.
* Worked and traveled to sites for the following customers:
CT Montenegro: Podgorica/Montenegro.
Vodafone Romania: Bucharest/Romania
MetroPCS : Dallas/Texas
Comcast. : Champaign/ Illinois (Amdocs Production support center)

* Lead the Amdocs site testing team for CT Montenegro account.
* Trained the UAT testers of CT Montenegro project.

Software Testing Engineer
Amdocs
Mar 2010 - Aug 2012 (2 years 6 months)
* Analyzed High-Level Design documents and prepared the High Level Flows/Detailed Flows to be used for testing and certifying the quality of the deliverables
* Detected and recorded in Quality Center all defects found and followed up with relevant applications till resolution.
* Worked with the following customers: Vodafone Romania, Cortal Consors CRM Upgrade, Vodafone Netherlands 8.1 upgrade
* Traveled to Vodafone Romania site (UAT support and production rollover).

Development & Testing Engineer
CYTA
Jun 2008 - Sep 2009 (1 year 4 months)
Development & Testing Department .

Education

European University Cyprus
Master of Science - MSc in Artificial Intelligence (AI)

Technological Educational Institute of Crete
Bachelor of Engineering - B.Eng. in Applied Informatics and Multimedia

Licenses & Certifications

CP-DOF Badge (Digital Badge for Certified Professional - DevOps Foundation) - Agile Testing Alliance

Issued Sep 2019 - Expires Sep 2024
13768730

CP-DOF (Certified Professional - DevOps Foundation) - Agile Testing Alliance
Issued Sep 2019 - Expires Sep 2024
13768689

Leveraging Generative AI for Project Management - LinkedIn
adb60e4aaef4af8289c89078cd1dd4f1dd1fb1ea73af512c287fd2215ea0c47d

Skills

Generative AI • Software Project Management • Team Management • Release Management • User
Acceptance Testing • Requirements Analysis • Agile Methodologies • Telecommunications • Integration
• Shell Scripting