

## Mr Arsenios Sizidis

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### Profile

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I have a wide range of skills and abilities. Graduating with a degree in Business and Management and working within different business roles. Having served in the armed forces I developed excellent planning and organising skills, risk assessment skills and time management skills meaning that I am able to quickly identify and resolve key issues. I developed the ability to work well within a team structure, to give direction to team members, and to take responsibility for both individual and team actions. All of which has instilled in me self-awareness, good interpersonal and communication skills and confidence in my abilities and a good understanding of personnel and the tensions and conflicts that can arise within the dynamics of a team.

### Experience

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#### **Atherton Godfrey LLP (part of the Switalskis Group)**

Doncaster, UK

*Case Management Developer*

Jan 2020 – present

- Working as a case management developer my role is to migrate every department within the company from the current obsolete case management system (Videss) to the new case management system (Advanced ALB).
- I am working with different teams in order to customise workflows to meet their specific needs. These are Conveyancing, HCA, Plot Sales, Personal Injury, Clinical Negligence and Family.
- I create new fields, formulas, pick lists and design new screens which are incorporated throughout the workflow modules.
- I create and maintain stationery templates, 'Laserform' forms and departmental documents as well as code them for submission via 'Legalesign'.
- I set up and maintain soft-integrations with 3<sup>rd</sup> party tools such as 'Conveyancing Data Services' and 'Legalesign'.
- I create different SQL reports for Partners and team leaders.
- As part of new user set-ups, I manage ALB user accounts and system licenses.
- On a daily basis I look after Helpdesk tickets which relate to ALB case system where I resolve any issues raised by aforementioned teams and further improve features and stability of the system.
- As of March 2022 I am also involved in integration project between Switalskis Group and two newly acquired companies. The scope is to merge all the companies onto a single case management system (SOS Connect), produce documentation and train end-users as needed.

#### **Rogue Gym Ltd**

Middlesbrough, UK

*Director*

Oct 2019 – Apr 2020

- Co-owner of a gym providing access to fitness equipment, free weight area, personal training, various classes, sunbeds and nutritional advice.
- Managing day-to-day business operations and driving towards meeting KPIs.
- Striving towards continuous business development with a future scope for growth.

Unfortunately, the business venture was unsuccessful. As a result, I continued with my career path as a case management developer within the legal sector.

#### **Ison Harrison Solicitors**

Leeds, UK

*Case Management Developer*

Apr 2018 – Oct 2019

- Ensured the successful development of both the IT department and the firm in line with the annual business plan of delivering a Case Management System (Advance ALB) which supports users in producing high volumes of work which is accurate, compliant, timely and meets clients' expectations.

- Developed ALB workflow modules for all the teams across the firm (Civil, Clinical Negligence, Commercial Litigation, Conveyancing, Crime, Debt, Employment, Family, Immigration, Marketing, New Build, Personal Injury, Probate, Wills and LPA).
- Created and maintained template documents in response to user requirements and the provision of wording by the user. These were generally Word and Laserform documents.
- Managed ALB user accounts and licenses.
- Liaised with the users and 3<sup>rd</sup> party suppliers where necessary.
- Answered Helpdesk when necessary and provided cover for the same.
- Used Helpdesk Call-Logging software to produce/pass/escalate calls as necessary.
- Collated necessary information to assist with the troubleshooting of database issues.
- Created and updated documentation where appropriate.
- Maintained IT filing systems where required for projects and documentation.

In order to support myself and a new business venture I continued to work as a case management developer on a part-time basis through an agency.

### **Joseph James Law Limited**

*Head of Workflow and Legal Systems*

Stockton-on-Tees, UK

Oct 2016 – Mar 2018

- Fully certified to code and customise a leading legal case, practice, matter & process management software system (Eclipse ProClaim) enabling me to build multiple types of claim processes for concealed commission claims (Plevin), delayed flight claims, debt claims, partial concealed commission claims and clinical negligence claims.
- User Level 1 training - creation of matters, entry and management of data and correspondents, as well as management of tasks and time recordings.
- User Level 2 training - Option Maintenance, Handler Maintenance and creation of new actions in Workflow Maintenance, along with building Tests and SQL queries.
- Tech Level 1 - creation of new fields in Database Maintenance and screens in Screen Designer.
- Tech Level 2 - creating User Profiles for different claim types, Embedding Documents for use in various letters/emails and setting up Auto routines which streamlined business operations.
- Tech Level 3 - Maths. This course allowed me to break down and understand the existing code on the system, as well as modify and write my own based on my company's needs.
- Tech Level 4 - Task server set up and maintenance which allowed me to control 3 of our own task servers and run different jobs on each.
- Advanced Reports -enabling me to produce matter specific and detailed reports, outlining the business performance over time and indicating which part of the workflow required improvement.
- I also assisted our external IT contractor and external website developer to interlink two company websites (www.myflightdelayed.com and www.mymedicalclaim.co.uk) to ProClaim by setting up XML Templates and creating correct fields and specifying their roles within Maths.
- Having basic knowledge of IT, I assisted with general day-to-day computer related problems to prevent escalation to the external contractor for remote assistance.
- Constant analysis of data and various workflows allowed me to set up numerous Auto routines which streamlined business operations and dictated organisational structure in accordance with industry changes. I am consistent in meeting targets and timescales set by the business, reducing the time it takes to process a claim manually from 20 minutes on average down to 2 minutes with the use of a fully automated process.

### Summary of skills

On daily basis worked within ProClaim environment constantly improving and creating new workflows, as well as maintaining numerous task servers. This required me to constantly work with Database Maintenance, Workflow Maintenance, SQL Maintenance, Screen Designer, User Profiles, System Matrix, Directory Monitoring and Import/Export configurations as well as other interlinked ProClaim programs.

### **Hellenic Armed Forces**

*Artillery Unit, Special Use Military Vehicle Driver, Protection*

Greece

Jan 2015 – Oct 2015

- Underwent Special Forces beginner's training involving precisely following commands, handling assault weapon and working as a team with trust and respect for fellow soldiers.
- In charge of maintaining artillery units (i.e. tanks, multiple rocket launchers) to a high standard as well as assembling, loading and firing explosives and their overall quality control.
- Entrusted with protection and logistics of a senior high-ranking Brigadier who was heavily involved in state foreign affairs during the tensions with foreign powers.
- Assigned the responsibility to use and maintain special use military vehicles requiring a limited high-level license for military operations.

### **Quickly Finance Limited (T/A Fast Track Reclaim)**

Stockton-on-Tees, UK

*Administrator*

Aug 2013 – Sep 2014

- As a member of the logistics team, I worked on customer data entry, case correspondence handling and creating case workflow updates by using specialized CRM software 'BrightOffice' and 'LightHouse'.
- Investigated various business operations in an effort to provide data analysis of existing processes for the CEO. Developed and maintained manuals that helped to improve quality and process flow which in turn improved the onboarding procedure for new hires.
- Transitioning into the insurance division, I worked closely with the call center and constructed insurance quotes (with 'Intrinsic' software) and emails to customers on daily basis.
- Given an extra role as an on-site IT support, helping fellow colleagues on basic day-to-day glitches, and co-operating with our IT vendor when further professional support was needed.

### **Galoo.com Services LTD**

Athens, Greece

*Business Development Associate*

May 2011 – Jul 2011

- Undertook the position of a price comparison liaison, which involved using specialized software 'Mozenda' to compare prices of different products from various online sources to assist in website creation that provides the cheapest prices.
- Co-operated with overseas partners that trained me to use the software to its full potential while I assisted them on ideas of the underlying website processes creation.
- Once familiar with the software, aided in onboarding of new staff.
- Translated overseas Russian partner's documents into English.

## **Education**

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### **University of Bradford**

Bradford, UK

*BSc (Hons) Business and Management Studies*

2010 – 2013

Some of the modules include: ◦ Business Law ◦ Marketing Management, Strategy, Research and Communications ◦ Organizational Analysis, Design, Behavior and Information Systems ◦ Sociology ◦ Resource Planning ◦ Employee Relations ◦ Brand Management ◦ Creativity and Innovation ◦ Electronic Commerce ◦ Global Business Environment ◦ Managing Business in Europe

### **St. Lawrence College**

Athens, Greece

*High School / IGCSE / A-Level*

2002 – 2010

A-Level modules: ◦ Economics ◦ Government and Politics ◦ History ◦ Russian language ◦ IT Studies

## **Languages & Skills**

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*Fluent in:* English, Russian, Greek.

*Proficient in:* Microsoft Office Suite, Microsoft Teams, SQL Server Reporting Services, Conveyancing Data Services, Legalesign, Mozenda, LightHouse CRM, BrightOffice CRM, Intrinsic, Github (source control), Python 3 (beginner) and fully certified in Eclipse ProClaim (User Levels 1&2, Tech Levels 1-4, Advanced Reporting), SOS Connect (Beginner & Advanced Scripting) and Advanced ALB.

*Knowledge of:* Microsoft Windows, Mac and Linux operating systems.

Security Industry Authority (SIA) Door Supervisor license holder.