



Athens, Greece

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KARAGIANNIS MICHALIS

TRAINING MANAGER

Biomedical Engineer

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Upon completing my studies in Biomedical Technology, I immediately immersed myself in the field, recognizing that the continuous evolution of technology and its impact on human well-being are defining features of the profession I aspire to pursue. Progressing steadily in this direction, I now take joy in being responsible for the training of the company's personnel, encompassing both technological and sales aspects.

Accomplishments

- Rapid adaptation to training due to my technological background, acquiring necessary knowledge quickly for providing the best possible service.
- Success in assisting more people each year through my involvement in audiology, transferring knowledge, and swiftly advancing in my professional career.
- Achieving Great Engagement Results of our Employees and increasing them every year through the Gallup engagement survey

Qualities and skills

Training
Consultation
Customer Satisfaction
Organization Skills

EMPLOYEE EXPERIENCE

Training Manager, Akoustica Medica A.E (2023-Present)

Technical Training sector:

- Designing and developing comprehensive training programs covering various aspects of audiology, including technology in auditory prosthetics and knowledge of relevant products and applications.
- In-depth understanding of the latest technology in audiology, including various types of hearing aids, accessories, and related software.
- Training professionals on the proper placement and programming of hearing devices to meet individual needs.
- Implementing assessments to measure the proficiency of trainees in the use and adjustment of hearing aids.

Sales Training sector:

- Creating new protocols in the sales domain.
- Training team members and new starters.
- Monitoring and certifying the human resources regarding sales protocols.
- Continuous monitoring of training sessions and seminars within the Demant and Audika groups to transfer knowledge and experiences from abroad to the company's staff.
- Representing the company through speeches at conferences and relevant seminars.





Regional Manager, Akoustica Medica A.E (2020-2023)

Technical Skills & Professional Memberships

Languages:

English- Professional
Greek- Native

IT Skills:

- Matlab
Very good level
- Basic
Good level
- Office
Very good level

- Head of a team of 16 individuals with responsibilities including ensuring the smooth operation of centers, developing, and evolving the workforce and the company in my designated areas.
- Regular analysis of KPIs for clear evaluation and conclusions about the performance of individuals and their actions.
- Creation of personalized action plans based on the skills and unique characteristics of my team.
- Participation in training sessions with the creation of educational materials and protocols to further support the team members.
- Maintaining and establishing new relationships with health-related professionals (B2B).
- Organizing activities and seminars to inform social groups about hearing - related issues.

Specialized Hearing aid specialist HCP, Akoustica Medica A.E (2016-2020)

- Implementation of auditory prosthetics for individuals facing hearing challenges (B2C).
- Continuous monitoring and care for individuals with applied hearing aids.
- Technical issue resolution and gradual enhancement of auditory prosthetics for optimal performance.
- Development of clientele through recommendations.
- Participation in awareness and sensitization campaigns regarding hearing issues and their impact on daily life.

Sales and Technical Support, Dentomedica A.E (2015-2016)

- Promotion of the company Megagen's implants and participation in their placement in respective surgeries (sales/clinical support).
- Promotion and technical participation in the installation of dental radiological systems from the company Carestream (sales/technical support).
- Participation in exhibitions and conferences for the development of clientele and the exploration of new contacts for the benefit of the company (B2B)





EDUCATION

- **Postgraduate program in "Audiology & Neurotology"**
from the **National and Kapodistrian University of Athens.**

- **Bachelor's degree in biomedical technology**
from the **University of West Attica**

