

Silviu Ciocianu

Associate, Bucharest



■ Area of expertise

- Functional: Customer Care Operations, PMI, Organizational transformation, PMO, Cost Benefit Analysis, Cost Reduction, Sales Effectiveness, Fixed – Mobile Convergence, IT Strategy & optimizations, Sales & Operations Planning & Profitability, Due-Diligence
- Industry: Telecommunications, Utilities, Retail

■ Selected consulting experience (3 years)

- Regulatory Due-Diligence in energy market
- IT Strategy for Global CRM/BPO services provider
- Pre- & Post-merger integration of major retailer in Romania
- Organizational transformation for major Telco in Dutch market – Customer interaction & journey redesign
- Organizational transformation for major Utility in Romania
- Several white papers & market studies developed in Telco & Retail industries

■ Selected industry experience (6.5 years)

- Organizational merger & integration (fixed – mobile) for WFM & QM teams in Customer Care for major Romanian telecom company:
- Voice contacts routing & IVR strategy design for fixed – mobile convergence product portfolio in major Romanian telecom company:
- Contact center consolidation, including outsourcing & organizational transformation strategy design across fixed – mobile organizations

■ Prior work experience

- Telekom Romania / part of Deutsche Telekom group – Contact Center Development Supervisor, Outsourcing Project Management, IT systems Engineer

■ Education

- Certified Project Manager Open University, Milton Keynes, United Kingdom
- Bachelor of Science in Computers & IT Petroleum & Gas University, Ploiesti, Romania

■ Language skills

- Romanian (native), English (fluent), French (basic)