



PROFILE

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nationality German

languages German, English, French

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EDUCATION

University

Economics
MBA - Central and Eastern European
Management

TOOLS

MS Office 365, MS Access, MS Dynamics 365
MS Project
CRM div.
Jira, Confluence
ARIS

Methods

PRINCE2
SQL, HTML
Security technologies (PKI, WPKI, WIM, WTLS)

INDUSTRIES

customer service industry
Telco industry

SOCIAL MEDIA



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<https://www.xing.com/companies/ojutoconsultinggmbh>



<https://www.linkedin.com/company/ojuto-consulting-gmbh>

Special Skills

Project Management

Marketing/Sales

CX Management / CRM

Nearshore Outsourcing

Interim Management

Process Management

PROJECTS (selection since 2015)

10/2021
now

Project Manager Customer Service Optimization

Vorwerk Italia

- Analysis of the CS- structure (Processes, employees, systems) for the product lines Foletto and Bimby in In-/Outbound customer service
- Harmonization of service structures and -guidelines of both units
- Development/Alignment of KPIs and reports for the (merged) target organization, raise efficiency and multiskilling potential
- Analysis of the supporting CRM-systems (Zendesk), campaign management
- Implement Change Management, guide to target organization
- Reporting to SVP

06/2021
now

Project Manager Customer Service Optimization

Zwilling J.A. Henckels GmbH

- Analysis of the CS- structure (Processes, employees, systems) of internal and external service organizations
- Development of a Balanced Scorecard and underlying reports, quality management based on COPC, ensuring end-to-end responsibility
- Analysis of resource planning (Plan vs Actual)
- Supporting Forecasting Process (operative, tactical, strategic)
- Specification of process changes and system changes in CRM systems (Zendesk and Salesforce), raising quality and CX
- Design and Implementation of a Knowledge Base in Zendesk
- Reporting to SVP

09/2020
10/2021

Campaign Manager Sales

1&1 Versatel, Düsseldorf

- Planning of technical & commercial migration campaigns for business customers (KAM, Partner Sales and SME)
- Project Management
- Campaign design and – operational management, coordinating Outbound-/Inbound-Contact-handling
- Communication design, process and system optimization for CRM Remedy ARS and Microsoft Dynamics
- Stakeholder management, Reporting to Head of Product Management/CTO

05/2020
08/2020

Project Manager Digitalization Customer Service

Tender for Deutsche Post AG, Bonn

- Analysis of requirements in RFQ documents of Trizma (M+ Group, Croatia) - (Deutsche Post Project) for In-/Outbound
- Managing German IT- Partner (Sematell) for solution design
- Extensive coordination of all contractual requirements
- Creation of a pricing matrix based on volumes and degree of automation
- Partly translation of German RFQ to Trizma (English)

03/2020
05/2020

Project Management RFQ Customer Service

Pyr GmbH, Berlin (TeleColumbus)

- Managing an RFQ for Pyr for In-/Outbound
- Creating and agreement on „Long List“ of potential partners
- Creation of the RFQ documents and feedback forms
- Contacting Service Providers per e-mail und telephone
- Clarifying Q&A of the RFQ
- Evaluation and Presentation of RFQ results

03/2020
03/2020

Project Manager process management Customer Care

Homeday GmbH, Berlin/Köln

- Analysis of business processes (CRM systems Hubspot and own development)
- Evaluation of customer communication in call and mail, focus on sales process
- Definition and finetuning call guide (Best Practice of different projects)
- Call guide implementation process

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Project Management

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PROJEKTE (Auswahl)

04/2019
01/2020

Project Manager Process Management Eon Broadband GmbH, Berlin/Sarstedt

- Implementation of white-label telco products in a B2B-/ B2C-project
- Implementation of a CRM system, MS Dynamics
- Evaluation, selecting and managing Service Providers
- Stakeholder Management of different group units (part of the solution)
- Contract definition for B2B- and B2C business
- Process evaluation: Suitable for mass market operations
- Target definition (KPI) for process management in sales and partner mgmt

09/2018
03/2019

Site Manager Sarajevo Teleperformance Germany GmbH, Bosnia & Herzegovina

- Set up of a German-speaking nearshore site for customer service
- BPO / Customer Service Industry
- Budget responsibility
- Leadership responsibility for 100+ employees

11/2017
07/2018

Head of Customer Service Rechtsanwaltskanzlei Ruff GmbH, Legal Tech Industry, Berlin

- Customer Service strategy (quality and flexibility)
- Contact avoidance strategy (digitalization)
- Customer Touch Point Analysis in In-/Outbound
- Reorganization of customer service processes (1st Level and 2nd Level), preparing BPO 1st Level (using Zendesk)
- Standardization of 1st Level for fast ramp up/ramp down (enabling multiskilling)
- Implementation of Scorecard and employee bonus system, raise of efficiency and CX, raise flexibility between 1st Level skills
- Further standardization and digitalization of 1st Level processes

03/2017
09/2017

Site Manager Contact Center Capita Customer Services GmbH, Erfurt

- 367 service reps in commercial, technical and sale support of mobilcom-debitel (freenet group)
- 82 specialists responsible for process- and IT requirements, Testing, Quality Management, Forecast- Process and Workforce Management of a call center network (various sites)
- 16,8 Mio. Euro p.a. Budget-/ Revenue Responsibility
- Change Management: From Inhouse Operations to BPO Service Provider Processes
- Definition Performance targets: Speed of Answer, Efficiency, Cross-and Upsell
- Monitoring Quality in contacts and data
- Consulting the client in Product- and Service- Definition

03/2015
12/2016

Site Manager Osijek, German Nearshore Market Manager Transcom Worldwide GmbH, Halle

- 437 service reps in Croatian and German Support (commercial/technical Support Inbound/Outbound)
- 6,8 Mio. Euro p.a. Revenue-/ P&L Responsibility für Osijek
- On top 4,5 Mio. Revenue-/ Gross Margin-Responsibility other nearshore sites
- Telco industry, Banking, E-Commerce, Video Ident
- Definition Performance targets: Speed of Answer, Efficiency, Cross-and Upsell
- Monitoring Quality in contacts and data
- Consulting the client in Product- and Service- Definition

09/2009
02/2015

Country Account Manager (various sites in D, PL, CR, HU, SRB, CZ) Transcom Worldwide GmbH, Halle

- Leadership Responsibility for 8 Business Managers
- 12,6 Mio. Revenue- and Gross Margin responsibility
- New Logo Sales, Stabilization and Winback of Major Accounts
- Handling Client on CXO Level/ MD Level
- Development of innovative Business Models
- Contract Management (Negotiation of Service Level Agreements)

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