

Dirk Werner

Senior Consultant



Special Skills

Project Management

Marketing/Sales

CX Management / CRM

Nearshore Outsourcing

Interim Management

Process Management

Profile

Name Dirk Werner
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Education

Study Economics
MBA - Central and Eastern European Management

Tools

MS Office 365, MS Access, MS Dynamics 365
MS Project, CRM Systeme diverse
Jira, Confluence, ARIS

Methods

Prince2, SCRUM Project Owner
COPC, SQL, HTML

01/2025 –
12/2025

Concentrix Catalyst DACH & NORDICS, Remote, Senior Consultant CX, BPO, Transformation

- Definition of requirements and coordination with the client: Service Level Control, Quality Management and Customer Feedback Management, CX based on COPC, definition and optimization of workflow (Contact Reason Coding, SOPs in ticketing system)
- Takeover ad interim: Contracting, pricing models, invoicing processes for CNX
- System changes to AWS Connect and Zendesk

06/2022 –
06/2024

DCS Digital Charging Solutions, München, Project Manager Outsourcing Management

- Definition of requirements and coordination with the OEM partners: service level control, quality management and customer feedback management of the outsourcing partner, optimization of workflow in Zendesk
- Takeover ad interim: Contracting, pricing models, invoicing processes for the outsourcing partner
- Implementation of RFQ and CS Service Provider Change, Transition Nearshore
- Audit of Performance Top 50 Charge Point Operators for capacity utilization and CX, preparation of contract negotiations, AFIR compliance check

01/2022 –
12/2022

Total Webhosting Solutions, Amsterdam, Project Manager Customer Service Strategy

- Reorganisation of the Customer Service structure (CS of 14 different labels)
- Definition of sales- and service- processes, Definition new way of working in Freshdesk

10/2021 –
02/2022

Project Manager Customer Service Optimization Vorwerk Italia

- Analysis of CS structures (processes, people, systems) for the Foletto and Bimby product lines
- Standardization of service structures and guidelines
- Development of KPIs and reports for the target organization
- Analysis of supporting systems (Zendesk and others)
- Reporting by the Head of Division

06/2021 –
10/2022

Project Manager Customer Service Optimization Zwilling J.A. Henckels GmbH

- Analysis of CS structures (processes, employees, systems)
- Development of KPIs and reports, quality management COPC
- Analysis of the RTD plan/target/actual
- Preparation of forecasts (operational, tactical, strategic)
- Requirements management of process/system optimizations in Zendesk and Salesforce
- Design and build a knowledge base in Zendesk
- Reporting by the Head of Division

09/2020 –
10/2021

Campaign Manager Sales 1&1 Versatel, Düsseldorf

- Planning, technical and commercial migration of business customers
- Project management
- Campaign design and management, coordination of outbound/inbound telephony
- Communication Design, Process/System Optimization
- Requirements management

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- Stakeholder Management, Reporting Division Management

05/2020 –
08/2020

Project Manager Digital Transformation Customer Service Tender for Deutsche Post AG, Bonn

- Analysis of the requirements in the RFQ document of Trizma (M+ Group) - (Deutsche Post Project)
- Involve a German IT partner (Sematell) to implement the automation requirements
- Extensive content and contractual coordination with Trizma and Sematell
- Creation of the price matrix based on different volume and degree of automation assumptions
- Partial translation of the German-language tender documents for Trizma / M+ Group
- Explanation of 'German project management' to the client

03/2020 –
05/2020

Project Manager Tender Customer Service Pyur GmbH, Berlin (TeleColumbus)

- Conducting an RFQ for Pyur
- Creation and coordination of the 'Long List' of potential service providers with the client
- Creation and coordination of RFQ documents and feedback forms
- Contacting Service Providers via Email and Phone
- Obtaining queries and coordinating with the client
- Evaluation of the RFQ results
- Presenting the RFQ results

03/2020 –
03/2020

Project Manager Process Management Customer Care Homeday GmbH, Berlin/Köln

- Analysis of business processes
- Coordination of customer communication content in call and mail, focus on objection handling
- Definition and fine-tuning of the Conversation Guide (CG) Call (best practice approach from various CG)
- Coordination of Implementation Processes CG

04/2019 –
01/2020

Project Manager Process Management EON Broadband GmbH, Berlin/Saarstedt

- Introduction of whitelabel telecommunications products as part of a B2B/ B2C project
- Implementation/Adjustments MS Dynamics
- Supplier selection and control
- Stakeholder management with group-wide service units of network operation and product management
- Contract drafting for B2B and B2C business
- Review of processes for mass marketability
- Creation of key performance indicators (KPIs) for process management in sales and partner management

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09/2018 –
03/2019

Site Manager Sarajevo

Teleperformance Germany GmbH, Bosnien & Herzegowina

- Establishment of a German-speaking nearshore location
- BPO / Customer Service Industry
- Budget responsibility
- Leadership Responsibility 100+ Employees

11/2017 –
07/2018

Head of Customer Service

Rechtsanwaltskanzlei Ruff GmbH, Legal Tech Industry, Berlin

- Customer service strategy
- Contact avoidance strategy
- Customer Touch Point analysis
- Documentation and digitization of processes
- Reorganization of customer/client service
- Introduction of the scorecard and employee bonus system

03/2017 –
09/2017

Contact Center Site Manager

Capita Customer Services GmbH, Erfurt

- 367 Customer advisors in commercial, technical and sales support at mobilcom-debitel (freenet group)
- 82 specialists responsible for process and requirements management, testing, quality management, forecast creation and workforce management of a call center network (multiple locations)
- 8 employees in direct report
- 16.8 million euros p.a. budget/sales responsibility
- Needs assessment, performance reviews and cost-benefit analyses
- Definition of performance goals: speed, efficiency, cross-sell and upsell
- Ensuring/monitoring the quality of data and contacts
- Advising the client on product and service definition