

JULIUS RADZEVICIUS

OBJECTIVE 15+ years' customer service and operations management experience within Telco and Retail industries. Successful work (at international telecommunication market leader and the biggest retail company in Baltics) with customer experience, in practice developing and integrating different customer satisfaction, quality, sales and competence based models. I am senior professional with solid know-how, results-oriented and winning-team member, very initiative and analytical person. Always seeking for new opportunities, a global citizen and wish to continue working in a worldwide company and environment, ready to share my knowledge to different markets globally.

LANGUAGES **Lithuanian** (Mother tongue)
English (Fluent speaking and writing)
German (Good speaking and writing)
Russian (Very good speaking; basic reading)
Italian (Basics)
Polish (Basics)

COMPUTER SKILLS Competent with most MS Windows and all MS Office programs. In addition very experienced with Lotus Notes, Cerillion, Siebel, Singl.eView, 4T CBS, Scala, Open Source based systems.

EXPERIENCE **DIRECTOR OF CUSTOMER SERVICE DEPARTMENT**

KESKO SENUKAI LITHUANIA – Retail
November 2015 – November 2016

- create corporate customer service strategy and effectively translate into timely and comprehensive tactical plans to achieve goals;
- set and communicate department goals, challenge and analyze overall efficiency. Identify gaps and trends;
- manage and develop a multi-channel customer service function with the outlook to improve the customer journey;
- both operationally and strategically lead a large customer service team, manage employees' performance, build relationship and ensure overall engagement;
- manage all SL agreements and KPIs, reporting to CEO, full responsibility for the P&L and budget delivery;
- overall responsibility for quality of service and customer satisfaction on all implemented solutions;
- a key member of the top board of directors;
- changes to policies and procedures to support the international expansion of the company;
- strategically leading resources to develop and execute successful support plans.

HEAD OF PRIVATE (B2C) CUSTOMER SERVICE DEPARTMENT

TELE2 – Telecommunications
March 2015 – November 2015

- developing B2C customer service policy for an entire organization;
- managing the team of customer service managers and specialists;
- annual appraisals, performance and development plan establishment for the department employees.
- managing staff of customer service unit and outsourced service vendors (COPC and ISO certificated);
- customer service KPIs – analyzing & reporting to CCO and CEO;
- digital & e-channel communication, web self-service development;
- establishing metrics for defining the relationship with customers;
- influencing cross-company agreement on how to deliver greatest value to customers;
- focusing on root cause drivers and providing action plans for improvement to entire company and board of directors;
- planning the budget and control the costs of B2C customer service unit;
- ensuring service quality audit processes.

BUSINESS (B2B) & PREPAID (B2C) CUSTOMER SERVICE MANAGER

TELE2 – Telecommunications

June 2006 – March 2015

- ensure all customer service processes are aligned and followed on world-class customer service standard;
- develop and implement customer service policies and procedures for two different segments: Business (B2B) and Prepaid (B2C) customers;
- lead all customer service staff (at vendor organization) to deliver a high standard of customer service, while evaluating and managing their performance;
- implement a consistent and clear vision of the VIP Business (B2B) customer service structure to enable continuous growth and development;
- formalize key roles and responsibilities, introduce measurements by developing KPIs;
- actively participate and contribute to internal business analysis and project meetings, providing insight and reporting;
- responsible for monthly KPIs, including driving weekly meetings, reporting and issuing action points;
- develop metrics to measure customer satisfaction (voice of customer, NPS) and service performance;
- build strong relationships with other internal stakeholders (Sales & Marketing, Credit Control, Billing & IT, Network and Finance) and ensure root cause analysis to maximize efficiency.

SERVICE CARE MANAGER

TELE2 – Telecommunications

January 2003 – June 2006

TECHNICAL CUSTOMER SUPPORT MANAGER

TELE2 – Telecommunications

July 2001 – January 2003

EDUCATION

VILNIUS UNIVERSITY (Lithuania)

2006-2008

M.Sc. of Management and Business Administration (MBA) – Master's degree

VILNIUS UNIVERSITY (Lithuania)

2001-2006

B.Sc. of Management and Business Administration – Bachelor's degree

OTHER SKILLS & ABILITIES

Teamwork, flexibility (meet the deadlines, working in a pressured, fast changing environment), multicultural skills (working in Eurasia wide company), mediation and negotiation skills, loyalty (have been working for "TELE2" 14 years), analytical thinking, effective problem solving and perfect presentation skills, developed high level management, leadership and senior executive skills.

CERTIFICATIONS & COMPETENCES

Certification – Customer Operation Performance Center Registered Coordinator for Vendor Management Organizations (copc.com).

Trainings: Finance and Business efficiency; English language; Professional customer service; Customer dissatisfaction, Negotiation; Presentation; LEAN management.

Awards: The most progressive student of the year; The best fighter for customer service; Official message of thanks for biggest effort in defense the company name.

Executive seminars: Business process management; Competing; Operations management; Annual quality and BPM in Telecom; Virtuous leadership; Best Marketing; Customer orientated organization.

ADDITIONAL INFORMATION

EU Driving license (B)

REFERENCES

Recommendation letters: 1. CEO (TELE2); 2. Director of Customer Service Department (TELE2); 3. CEO (Kesko Senukai Lithuania); 4. Director of HR Department (Kesko Senukai Lithuania)