

Javier S.

Experienced manager, with more than 15 years, creating and managing sales and service centers. Call center, email, online. Strong background on telesales and customer service for B2C and B2B customers, both inbound and outbound, call management, and also account management tasks. Several years of experience creating and developing multicultural teams across Europe and Latin America. Strong Project management skills and technical background.

Experience

*4/2016-hoy **Operations Director Expandi Group***

Manager of the Madrid hub, with a P&L responsibility of more than 10M Euros, managing lead generation services for more than 15 countries, and a team of more than 100 people, reporting to the VP of Sales.

Responsible of the IT services services in the hub and also the manager of the HR.

*9/2013-3/2016 **Customer Onboarding Manager at Achilles***

Manager of the inside sales team for the following countries: Spain, France, Portugal, Italy, Poland, Nordics and Global customers. Currently selling more than 10 million euro per year SaaS. Outbound telesales activity B2B

Developing the service from 5 agents to 20, and also achieving an increase from 60% to 90% renewal rates on one year

Also in charge of hub training since 2014

*1/2013-8/2013 **Back office Team Leader at Canon Spain***

Team manager of the level 2 support team for professional customers (B2B), coordination of the level one outsourced team at Postdam by Arvato

*6/2012-12/2012 **CRM Consultant at Empark, Madrid***

Project manager at Empark, in charge of the CRM projects regarding B2B customers, reporting to marketing director, in charge of market analysis and technical proposal (CRM Dynamics, Avaya).

*6/2011-03/2012 **Account Manager at Sykes Enterprises, Ponferrada***

Manager of a group of 500 agents providing services inbound and outbound services for an important telecommunications company, for Platinum B2C customers and B2B. P&L responsibility of over 8 million euro. Account management with customer in charge of maintaining and developing the account, business development.

*1/2008- 1/2009 **Operations Director at Omnex Group Spain***

Manager of the operations of the company in Spain, reporting to General Manager, coordination of a human staff >200 people. Including an outsourced contact center in Costa Rica for outbound sales, B2C customers and multiple brands. Resizing of the platform and migration of back office services to Spain.

Launch of the service for Brazil

*6/2006 – 11/2007 **Property Assistance Department Manager at Mondial Assistance***

Manager of a group of 120 people plus the third party network Responsible for

The service delivery of the home assistance department of the company, providing service to VIP clients such as Allianz & Nacional Suiza. Managing a total of 170K incidents per year.

4/2003- 6/2006 *Manager of the European Call Centre of PC City (Dixons Group)*

Creation of the service center based in Madrid, providing services to Spain, France and Italy, for customer service and sales for B2C and B2B customers.

Definition of the Project, staffing and process definition, SLA's and technical solutions.

Manager of a group of 100 agents and reporting to the European Services Director.

Service launch for Italy and France.

Creation of the in home service team. Support for new product introduction (remote repair, training and extended warranties) and also new opportunities of cross selling.

12/1999- 12/2002 *Call Centre Manager for Spain & Portugal Dell Computer Corporation (Montpellier, France).*

Manager of the technical helpdesk for all Dell products, Servers, Storage systems, desktops and laptops, managing a group of >30 technicians. Internal staff and also outsourced activities. Also responsible of the optimization of the service using methodologies such as Six sigma (BPI). Outsourcing of laptop and PC services for Dimension product range. Launched service for Portugal.

5/1999-12/1999 *Application engineer for ELIOP*

Responsible of the compliance of the control systems manufactured by company, for the Y2K effect, (systems based on VMS).

Studies

*9/2006 – 7/2010 **MSC. Anthropology at UNED***

*10/2004 – 7/2005 **Executive MBA at IEDE (Madrid, Spain) Graduated in 2005***

*1/1992-4/1997 **BSc. Electrical Engineering (UACA) San José, Costa Rica. Graduated in 1997.***

Languages

*Spanish: **Mother tongue***

*English: **Fully bilingual, TOEIC test score 955***

*French: **Level High***

*Portuguese: **Level medium.***

*Italian: **Basic knowledge.***

Others

Comptia A+ certified.

Technical management of Call centers (CRM, ERP and VOIP).

IEEE member number 92704875

Knowledge of Microsoft operating systems, in all its versions.

Knowledge of SCADA control systems.

Knowledge of computer hardware, including servers and storage systems.

Knowledge of Six sigma methodology and COPC.

Basic knowledge of ITIL methodology.

Trained on Spin Selling by Huthwaite.

Drivers license updated.