

FRANTISEK KOVAC



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- ✓ **Experienced, skilled and certified professional, acting 20+ years**
- ✓ **IPMA: Senior Project Manager Level B and ITIL: Foundation, IT Service Management certifications holder**
- ✓ **Background at Telco, ICT, E-commerce, Media, Music industry, Sport**

#creativity #flexibility #focus on results #independence #leadership #responsibility #organizational skills

💎 AREAS OF EXPERTISE

- ★★★★★ **Business transformation:** integration, innovative solutions, end-to-end delivery
- ★★★★★ **Business processes:** development, optimization, efficiency
- ★★★★★ **Information systems and technologies delivery:** domains of e-commerce & e-care, ERP, CRM, POS, billing and invoicing, campaign management, commissioning and incentives, CMS
- ★★★★★ **Media production:** planning, creation and postproduction of content for print, online and audiovisual formats
- ★★★★★ **Team management:** leadership, communication, negotiation, crisis management
- ★★★★★ **Sports training and coaching:** team and individual development management; floorball specialization, fitness and mental preparation.
- ★★★★★ **Customer care:** channel strategy, performance, customer and user experience

🕒 CAREER RECAP

I started my path at Eurotel Praha as a mobile data service expert at the Key Accounts Customer Care center in 2002. After less than 2 years, I was chosen as a new member of the sales and service Procedures Development team, where I started to work in project teams developing and implementing new telecommunication products and services. Since 2005, as a Senior Specialist, I managed not only the projects of my department but also particular projects within the integration of Eurotel and Český Telecom that ended with the establishment of the new company Telefónica O2 Czech Republic in July 2006. In the period from 2007 to 2014, as a Project Manager, resp. a Senior Project Manager, I managed transformation projects of the Business division as well as the development of new information systems for both internal and external customers. In 2014 I was assigned to central Project Management Office of the enterprise, at that time already named O2 Czech Republic, linearly subordinate to the CEO. Here I have been in the position of a Senior Project Manager for the next 4 years, managing key enterprise's transformation projects. Between 2018 and 2021, in a similar senior role, I have been managing key projects of the Finance division and development projects of the O2 Financial Services subsidiary, of which I was appointed Head of Operations in 2022.

I have published my first texts in 1996 and then collaborate with magazines Rockshock, Rock Report, Report and I-legalne.cz, broadcast Ladi - Neladi of Ceska Televize and Rock Time of Cesky Rozhlas Plzen. Between the years 1998 and 2002 I was a member of the jury of Rock Made In Gambrinus band contest. In 2001 and 2002 I was the Executive Director and Production Manager of Prague's Inferno rock club. I initiated restoration of the Czech individual rock / metal poll Cerna Vrana in 2003 and became its Production Manager for the next 8 years. Member of the Akademie Popularni Hudby during the years 2001 - 2009. In the period from 2005 to 2011 I held the positions of Editor-in-Chief and Art Director of Rockshock magazine and the last 2 years I was also its owner and publisher.

🧠 SKILLS

Languages

- English – good command
- French – passive knowledge
- Czech – native speaker

Information technologies

- professional orientation in telco and ICT services, e-commerce solutions
- advanced user knowledge of MS Windows and Android platforms
- standard user knowledge of MS Office, Confluence, JIRA, Service Desk, Quality Center applications
- basic product and user knowledge of CRM Siebel SFA and MS Dynamics, ERP SAP and MS Dynamics
- experience with HTML and PHP coding
- experience with graphic, DTP, CMS sw, picture and sound production

Driving license

- class B

PROFESSIONAL CAREER

Head of Operations

2022 – @ O2 Financial Services

- planning, organizing and controlling the efficient use of company resources
- accountability for the budget assigned, co-responsibility for the achievement of the company's financial KPIs
- responsibility for the compliance of the company's operations with contractual obligations to business partners, especially for the fulfillment of SLA
- managing front-office and back-office teams
- managing the development and operation of IT systems, optimizing investments, managing relationships with vendors
- providing operational support for the company's business projects
- providing operational management reporting

Senior Project Manager, Project Manager

2007 – 2021 @ O2 Czech Republic, Telefónica Czech Republic

- management of the enterprise's transformation projects
- management of the Business division's and Finance division's key projects
- management of the subsidiary O2 Financial Services development projects
- management of particular projects delivering new information systems and technologies for internal and external customers
- deputy of the Business division at the enterprise Portfolio Steering Committee

Senior Specialist of the Procedures development

2005 – 2006 @ Eurotel Praha

- management of particular projects within integration process of the mobile network (Eurotel Praha) and the fix network (Cesky Telecom) telco operators under a common brand 'Telefónica O2 Czech Republic'; both business and systems transformation
- leading of the Procedures Development specialists team
- management of several projects owned by the Procedures Development team
- methodological supervision of the sales and service support documentation's production and management principles

Specialist of the Procedures development

2004 – 2005 @ Eurotel Praha

- specialized member of several project teams developing and implementing new telco products and services
- analysis, design, implementation, maintenance and management of sales and service processes, including their documentation and related user's training and support
- administration of internal information service for Sales and Customer care teams

Specialist of the Key Accounts Customer care, Data Specialist

2002 – 2003 @ Eurotel Praha

- specialized support for the B2B clients, focused on mobile data services
- sale of telco products and services in cooperation with internal Sales representatives, brand stores and external Business partners
- work with Customer Relationship Management and Enterprise Resource Planning sw

PROF. AWARDS

O'tisky

2020 @ O2 Czech Republic

The best employee of the enterprise, for 'LOSOS' project implementation

O'tisky

2019 @ O2 Czech Republic

The best employee of the enterprise, for 'Christmas Samsung TV' project implementation

O'tisky

2018 @ O2 Czech Republic

The best employee of the enterprise, for 'Insourcing of HW insurance – O2 Financial Services' project implementation

O'tisky

2016 @ O2 Czech Republic

The best employee of the enterprise, for 'Arsenal' project implementation

Top Business Club

2012 @ Telefónica Czech Republic

The best employee of the Business Division, for 'HW Outsourcing' program implementation

High Performer

2005 @ Eurotel Praha

The best employee of the enterprise, for superior performance at work

Annual Awards

2005 @ Eurotel Praha

3rd place in the category Project, member of the project team 'Fleet Management - Car Control'

Annual Awards

2004 @ Eurotel Praha

1st place in the category Project, member of the project team 'Office Connector'

Bata Junior Achievement

1996 @ JA – Tomas Bata CR

For complex project and subsequent operational management of the school magazine 'In'

Executive Director of the music club, Production Manager

2001 – 2002 @ Inferno

- management of a new enterprise's establishment project
- responsibility for the economic profitability of the enterprise operation
- executive management of the club's production team: providing planning and program's setup, advertising and PR, operational service, contractual relationships with artists and public administration

Specialist of the Commercial department

2001 @ Odkolek

- responsibility for assigned area of the supplier-customer relations agenda

Specialist of the Economic department

2000 @ Ramill

- responsibility for assigned area of the supplier-customer relations agenda

OTHER PROFESSIONAL ACTIVITIES

FbŠ Bohemians Praha, AC Sparta Praha – Florbal

2021/22, 2016/17 – 2020/21

- floorball coach, the female section of the club

Rockshock magazine

2003 – 2011

- owner and publisher of the music magazine (2010 – 2011)
- editor-in-chief of the music magazine (2005 – 2011)
- deputy editor-in-chief of the music (2003 – 2005)
- art-director (2004 – 2011)

Cerna vrana

2004 – 2012

- production manager of the music poll (2005 – 2012)
- project manager of the music poll restoration project (2004)

Cesky rozhlas Plzen

1998 – 2001

- editor and presenter of the broadcasting music magazine 'Rock Time'

Rock Report / Report

1997 – 2004

- journalist at the music and life-style magazine



TRAININGS

- **Distribution of Insurance**
2019 @ O2 Czech Republic
- **Authentic Speech**
2019 @ Robert Sättler
- **Storytelling Workshop**
2018 @ Pavel Wieser
- **The Internet**
2018 @ O2 Czech Republic
- **Quality Management System**
2017 @ O2 Czech Republic
- **Information Protection**
2016 @ O2 Czech Republic
- **Personal Productivity**
2016 @ Stavnote Slajdy
- **ITIL Foundation**
2015 @ O2 Czech Republic
- **Telco a ICT Technologies**
2015 @ O2 Czech Republic
- **Presentation Design**
2013 @ Top Vision
- **Presentation with the Story**
2013 @ Top Vision
- **Ethic Enterprise Principles**
2013 @ Telefónica Czech Republic
- **IPMA Level B**
2011 @ LBMS
- **Project Team Management**
2010 @ Hewlett-Packard
- **Competition Law**
2010 @ Telefónica O2 CR
- **Privacy Policy**
2009 @ Telefónica O2 CR
- **Ethic Enterprise Principles**
2008 @ Telefónica O2 CR
- **Self-enforcement Techniques**
2008 @ W Studio
- **Project Management**
2007 @ IIR 2007
- **Challenging Negotiations**
2006 @ T&CC
- **UML and Enterprise Architect**
2005 @ Logos
- **Data Specialist Level II**
2004 @ Eurotel Praha
- **CDMA and EVDO Overview**
2004 @ Nortel Networks
- **Data Specialist Level I**
2003 @ Eurotel Praha
- **Communication and Sales**
2003 @ Image Lab
- **Siebel/SFA**
2002 @ Eurotel Praha

EDUCATION, CERTIFICATIONS

Graduation DiS

1997 – 1999 @ VOS Lindnerova, Prague

Business Management

High school

1993 – 1997 @ OA Hovorcovicka, Prague

General Business Academy

Information Technology Infrastructure Library

2015 @ O2 Czech Republic

ITIL Foundation certification in IT Service Management

International Project Management Association

2014 @ Spolecnost pro projektove rizeni Ceska republika

Certified Senior Project Manager IPMA Level B

Bata Junior Achievement

1996 @ Junior Achievement – Tomas Bata CR

Applied Economy

Cesky florbal

Coaching license C, since season 2019/2020

Coaching license C, since season 2017/2018

Coaching license D, since season 2016/2017

PROJECTS AND PROGRAMS, I MANAGED AT O2 / TELEFÓNICA / EUROTEL

Complexity	Name	Period	Deliverables	Role
■ ■ ■	Insourcing of HW Insurance HU – O2 Financial Services	2020 / 11 2021 / 10	New CRM system for insurance agenda administration, new customer service model, new logistics and after-sales processes, new Customer care departments	Project Manager
■ ■ ■	LOSOS	2020 / 01 2020 / 09	System and process deliverables within the transformation program LOSOS; areas of the Finance division agenda and the SAP system; testing, business and IT cutover	Divisional Project Manager, Test Manager
■ ■ ■	Insourcing of HW Insurance SK – O2 Financial Services	2018 / 10 2019 / 10	New CRM system for insurance agenda administration, new customer service model, insourcing of B2C customer service from an external partner, new logistics and after-sales processes, new Customer care departments	Project Manager
■ ■ ■	Insourcing of HW Insurance CZ – O2 Financial Services	2018 / 04 2018 / 12	New CRM system for insurance agenda administration, new customer service model, insourcing of B2C customer service from an external partner, new logistics and after-sales processes, new Customer care departments	Project Manager
■ ■ ■	SOC Business Rollout	2016 / 06 2018 / 04	System, process and documentation deliverables within the Simple Online Company transformation program; streams Knowledge Management, IT Cutover, Business Cutover, Communication	Project Manager
■ ■ ■	Arsenal	2014 / 05 2016 / 06	New implementation of SAP HANA ERP, modified customer ordering portal, insourcing of B2B customer service from an external partner, new procurement, logistics and business processes	Project Manager
□ ■ ■	COS Decommissioning	2014 / 04 2014 / 08	Change of customer service model, decommissioning of internal ordering portal, new logistics processes	Project Manager
■ ■ ■	Bring Your Own Device	2014 / 04 2014 / 07	New customer proposition, modified ordering portal, go-to-market campaign for commercial launch	Project Manager
□ ■ ■	Madagascar	2014 / 03 2014 / 05	New customer proposition for SMB segment based on revolutionary combination of mobile + fix + ICT services; preparation, implementation and evaluation of pilot operation	Project Manager
■ ■ ■	Paperless Contract	2013 / 10 2014 / 08	New customer service model, modified ordering portal, modified business and legal processes	Project Manager
□ ■ ■	HW Outsourcing for SMB segment	2013 / 04 2014 / 05	New customer service model, modified ordering portal, extended Customer care department, dissolution of part of the organization	Project Manager
■ ■ ■	Moje O2 pro firmy	2013 / 03 2013 / 12	Commercial launch of new self-service internet portal "Moje O2 pro firmy" for B2B customers	Project Manager
□ ■ ■	HWP Development for Individual Care	2012 / 10 2013 / 06	Personalized customer service model, personalized ordering portal	Project Manager

■ ■ ■	HW Outsourcing	2011 / 11 2012 / 11	New customer service model, new ordering portal, new Customer care department, dissolution of part of the organization	Project Manager
□ ■ ■	HW Bank Redesign	2011 / 03 2011 / 10	Complex design of B2B segment proposition changes, including situational analysis of the competitive market and customer needs and behavior	Project Manager
■ ■ ■	POTR: Invoice Quality, New Invoice	2010 / 06 2012 / 04	New, in content and design unified, printed and electronic invoicing for telecommunication services, reducing complaints	Divisional Project Manager
□ ■ ■	B.U.H. – Business Unit Help	2010 / 05 2010 / 11	New ticketing application for process and system support for internal customers	Project Manager
□ □ ■	Dealers Center Redesign	2010 / 05 2010 / 10	Modified information system for external business partners	Project Manager
■ ■ ■	Campaign Management Project – Phase 2	2008 / 10 2010 / 03	New internal model of customer offer management, Teradata Relationship Manager implementation, new processes for business targeting, data analysis and business reporting	Divisional Project Manager
■ ■ ■	New Commissioning – Phase 2	2007 / 12 2009 / 04	New commissioning model for external business partners, Oracle Incentive Compensation implementation, modification of business processes, dissolution of part of the organization	Project Manager
□ ■ ■	Stabilization of BD billing, Establishment of Control Group	2007 / 04 2008 / 01	Modification of the telecommunication services billing systems for B2B customers, new customer care department, new supporting processes	Project Manager
■ ■ ■	Corporate Ordering System	2007 / 01 2011 / 12	New customer service model, new ordering portal, new Customer care department, dissolution of part of the organization	Program Manager
□ ■ ■	ADSL First Call Resolution	2006 / 09 2006 / 12	New customer service model, new business and supporting processes	Project Manager
□ □ ■	Launch of new Frame Contract for Business Accounts	2006 / 06 2006 / 11	Modified customer service model for B2B segment, new business and supporting process	Project Manager
■ ■ ■	Integration of Eurotel Work Procedures department and Cesky Telecom Supporting department	2006 / 04 2006 / 12	New functional and organizational structure, optimization of the organization	Project Manager of Eurotel
□ ■ ■	Termination of Business support administration team	2005 / 10 2005 / 11	New functional and organizational structure, dissolution of part of the organization	Project Manager
□ ■ ■	Systematic Update of Work Procedures, Inventory of Work Procedures	2005 / 05 2005 / 12	New methodological rules, modified documentation for internal customers	Project Manager

REFERENCES

Name	Project role	Position	Contact
Olga Ruttnerova	Project owner	Manager; Procurement, Logistics, Property & Efficiency @ O2 Czech Republic	olga.ruttnerova@o2.cz
Magdalena Prochazkova	Project owner	Manager; E2E Delivery @ O2 Czech Republic	maj78@email.cz
Zdenek Havlin	Stakeholder	Manager; Logistics @ O2 Czech Republic	zdenek.havlin@o2.cz
Vladimir Beran	Stakeholder	Project manager @ Etnetera	vladimir.beran@etnetera.cz
Oto Hausmann	Stakeholder	Director; Services and Development @ Datart International	hop.hausmann@gmail.com
Stanislav Sehnal	Project team member	Business Transition Manager / SOC @ O2 Czech Republic, Profinet	stanislav.sehnal@gmail.com
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