Andreas Siade

Business Operations and Quality Management

Experienced professional with a robust background in operations management, quality assurance, and strategic consulting within the digital and health technology sectors. Proven track record in leading cross-functional teams, optimizing processes, and implementing quality management strategies to drive operational efficiency and excellence.

📞 0176 - 98 58 68 59   ✉ siade@gmx.de   🏠 Munich, Germany   in [Andreas Siade](#)

💼 Work Experience

02/2023 - 10/2024
Munich, Germany

Business Operations Manager
EGYM GmbH - Digital fitness solutions and health data analytics

- **Regular Forecasting:** Generating regular forecasts of signed contracts and revenue for different regions as well as the entire CCO organization
- **Budgeting:** Planning, developing, and managing the company's budget, including the creation and monitoring of budgets and financial reports
- **Contract Clarification:** Reviewing and clarifying contract terms and conditions and giving final approval to contracts

02/2022 - 02/2023
Munich, Germany

Sales Operations Manager
EGYM GmbH - Digital fitness solutions and health data analytics

- **Reporting and Sales Analytics:** Creating and publishing reports using Tableau and Salesforce, analyzing sales data and metrics to identify trends, opportunities for improvement, and providing insights to support decision-making
- **Sales and Operations Planning (S&OP):** Overseeing the S&OP process to align production and sales forecasts, planning and leading regular S&OP meetings to ensure departmental alignment
- **Variance Analysis:** Conducting detailed variance analyses to identify discrepancies between actual and budgeted figures, and recommending corrective actions

06/2019 - 02/2023
Munich, Germany

Director Quality Management
IDnow GmbH - Digital platform for online identification and identity management

- **QM Policy Authorship:** Developing and implementing a comprehensive Quality Management (QM) policy, integrating it into personnel and customer engagement frameworks to ensure adherence and alignment with organizational goals
- **Quality Strategy Development:** Leading the development and implementation of quality management strategies to ensure compliance with regulatory requirements and improve service delivery
- **Quality Assurance Processes:** Establishing and overseeing quality assurance processes, including audits and inspections, to maintain operational excellence
- **Performance Metrics and KPIs:** Developing and managing quality

metrics and key performance indicators (KPIs) to drive continuous improvement and monitor quality performance
- **Quality Index Development:** Creating and implementing a comprehensive Quality Index to continually assess and monitor service provider quality standards

06/2018 - 06/2019
Munich, Germany

Consultant Professional Services
IDnow GmbH - Digital platform for online identification and identity management
- **Anti-Fraud Department:** Planning and implementing the Anti-Fraud Department, overseeing team responsibilities and operations to mitigate fraud risks effectively
- **Consulting on Quality, Security, and Product:** Advising clients as well as internal employees and service providers on quality and security best practices, ensuring compliance, and providing expert advice on product features and capabilities to help clients fully leverage IDnow solutions
- **Monitoring and Continuous Improvement of Operational Processes**: Overseeing and continuously improving company processes in the operational area to enhance efficiency and effectiveness

04/2017 - 06/2018
Munich, Germany

Operations Manager
IDnow GmbH - Digital platform for online identification and identity management
- **Workforce Management:** Scheduling shifts for diverse teams across multiple locations, overseeing up to 200 employees based on forecasts of required availability to ensure optimal coverage and performance
- **Forecasting:** Developing and analyzing forecasts of workforce availability and scheduling requirements to meet operational needs efficiently
- **Process Optimization:** Identifying and implementing process improvements to streamline operations and reduce costs
- **Performance Monitoring:** Monitoring key performance indicators (KPIs) to assess operational performance and implement corrective actions as needed

08/2014 - 04/2017
Munich, Germany

Team Lead Operations
IDnow GmbH - Digital platform for online identification and identity management
- **Team Leadership:** Leading and managing up to 100 call center agents responsible for conducting identifications at IDnow
- **Training and Development:** Designing and conducting training sessions personally, and writing process instructions in Confluence to standardize procedures for all agents, ensuring adherence to IDnow's service standards
- **Performance Management:** Monitoring team performance and providing coaching and feedback to optimize agent efficiency and customer satisfaction

07/2013 - 07/2014
Ismaning, Germany

Sales Representative
Internet Online Media - Service provider für individual web design
- **Sales and Business Development:** Prospecting and acquiring new clients for individual web design and search engine marketing (SEM) services
- **Product Presentation to Decision Makers:** Conducting product presentations to decision makers to showcase capabilities and benefits
- **Offer and Negotiation to Deal Closure:** Handling offer development and negotiation processes to successfully close deals

🎓 Education

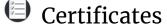|	
2012 London, England	**Finance and International Trade** European College of Business and Management German-British Chamber of Industry & Commerce ● **Overall Assessment:** Merit
2011 - 2013 Sauerlach, Germany	**Industrial Clerk Apprenticeship** ProPack AG - Global provider of sealing solutions
2008 - 2010 Berchtesgaden	**Military Service** Gebirgsjägerbataillon 232

✪ Languages

`German` `English`

📋 Certificates

`Project Management (PRINCE2 certified)` `QMR (Quality Management Representative)`

✷ Skills

Salesforce
▬▬ ▬ ▬ ▬ ▬

OKR Methodology
▬ ▬ ▬ ▬ ▬

MS Excel
▬ ▬ ▬ ▬ ▬

MS Powerpoint
▬ ▬ ▬ ▬ ▬

Tableau (Desktop / Creator)
▬ ▬ ▬ ▬ ▬

Atlassian (Confluence + Jira)
▬ ▬ ▬ ▬ ▬

Google Docs / Sheets
▬ ▬ ▬ ▬ ▬