



NUNO VAN DUNEM DA COSTA
Business Director

PROFILE

Experienced Business Leader in the area of Customer Experience, including Marketing, Sales & Services and Transformation, with results shown in operations, outsourcing through project management, Lean Six Sigma and COPC, with great impact on service quality, customer experience and business success.

I am a people person, curious and self-motivated who gets energized by contributing to the full potential of people and through creative programs, reaching results that please all parties in the business environment.

I am a data and result driven person with focus on problem-solving through standardization and continuous improvement of myself and others, processes and tools.

I desire to make an impact and I am looking to be part of an organization that is focused on growth and innovation.

CONTACT

PHONE:
+316 319 787 14

WEBSITE:
<https://www.linkedin.com/in/nuno-vandunemdacosta/>

EMAIL:
Nuno.vandunemdacosta@hotmail.com

HOBBIES

Family
Learning & Development
Sports
Music
Writing

WORK EXPERIENCE



CX Operations Director [COPC | Lean6Sigma]

2020-2023

Innovation through VoClient, VoCustomer, VoBusiness
COPC Operational Excellence design and implementation
Lean 6 Sigma Continuous Improvement deployment
Client Relationship Management
VIP setup support
Assist COO in implementing operational goals that promote company growth
Business strategy: Mission, vision and plans execution (OGSM)
Support Remote Working structure & managing virtual teams
Review financial information and adjust operational budgets to promote profitability
Develop and support Operations Managers & Client Support Teams 350+ FTEs
Develop and Support Quality Program to increase CX Satisfaction
Develop innovation plans to increase efficiency and reduce costs.



Global OPEX | CX Manager [Lean 6Sigma | COPC]

2019-2020

- * Global support to 5 sites across the world (markets: EMEA, APAC and Americas) for a major Dutch company with a global reach, one of the world leaders in the lighting industry
- * Support Global Account Manager in budget control, deliverables assurance, client relationship management and the global team management for a multi-million 8 figure account
- * Omnichannel customer journeys management, improvement and design through process mapping and customer feedback to optimize all touch points
- * Coordinate stakeholders such as sales & service, marketing, account management, learning & development, Quality, WFM, Business Intelligence and HR in order to fine tune customer experience
- * Lean 6Sigma program implementation (vision, direction, training, coaching, mentoring, providing lean tools)
- * Voice of the Customer (VOC) analysis to understand pain points, correct processes with a customer-centric approach and deliver action plans to the frontline and support
- * Owner of NPS results and implemented a closed feedback loop with a continuous improvement strategy
- * RFP support and review



Vendor manager {accumulated function}

2015-2018

- * Design and delivery of transformational activity changing business cultures to be more customer centric, through behavior and customer service approach which achieved NPS -32 to +13, Customer Satisfaction Score 5.7 to 9.1 in the period of 6 months
- * Instigated a 28% increase of quality compliance 65% to 93% and 218% of sales revenue and 12% on sales conversion improvement in the period of 6 months.
- * Developed business strategy to reduce attrition in outsourced suppliers, whilst consolidating agent development, and further improvements in customer metrics
- * Operationally responsible for over 150 heads offshore across 2 Vendors
- * RFP & Contract management, review & support

Customer Service Manager

2013-2018

- * Responsible for managing Customer Service, including the sales and service teams of KLM and Air France for the Benelux markets (100+ heads)
- * Directly responsible for customer service operations with profits above €100 million, as well as managing day to day operations to reach KPIs
- * Responsible for implantation and execution of projects that drive customer experience, including the KLM's transform 2018' program

Change Management Lead [Lean6Sigma] {accumulated function}

2011-2018

- * Train, coach, mentor and inspire the organization on Lean 6Sigma
- * Lead teams in developing and implementing changes in systems and processes to ensure they achieve the targeted ROI
- * Develop and implement customer centric approach throughout the Customer Service organization
- * Manage of a team who applied the Lean Six Sigma methodology focusing on adding value to the customer
- * Leading and facilitating Kaizen (Lean 6Sigma)
- * Creating and facilitating workshops on Lean (A3)

Lead & Trainer

2006-2013

- * Responsible for creation, implementation and execution of training
- * Manage 15+ person workgroup for the markets of Benelux, South Europe and Nordic



Marianne Rutz

Disrupting the Status Quo in Property Factoring | CX Practitioner | Podcaster | Speaker

"Nuno's passion for the end-user experience but also for the people delivering the service to the customer drives everything he does. His strong problem solving skills, combined with lean 6Sigma and the COPC qualifications allow him to make a tangible difference in any operational front line performance in a short period of time.

Nuno's ability to question the status quo and offer new thinking make him an asset for any customer centric firm."



Helen Demosthenous

KLM Program Lead Diversity & Inclusion Lead

Nuno is a dedicated manager who is committed to people management. He can build a strong team reporting to him and can clearly explain targets. I worked with him in various projects and he is innovative, daring a good facilitator. Nuno is always approachable and has a great sense of humor, matched with his creativity. He is capable and once he sets his mind on a goal, it is easily achieved



Mary Jennifer Dayrit

General Manager at International Airline Services Asia

Worked with Nuno when he oversaw offshore activities outsourced to our company. Understanding operations from across the globe and driving metrics can be daunting for anyone who does not have Nuno's ability to virtually assimilate, fathom overseas conditions and connect with the "locals". His energy, sociability, passion and determination to get things done are some of his many attributes. I can see Nuno making a difference in a company that requires someone familiar with setting up new income streams



Kruger Pretorius

Data & Analytics Director at 5CA

Nuno is a real subject matter expert and a true professional. Whether it's on the topic of process and continuous improvement (PMP & Lean6Sigma), customer support and experience, COPC standards and compliance, client engagement, or coaching and mentoring, he is very knowledgeable and is able to apply these principles and learnings in practice. Nuno builds strong relationships with clients and his "client-first" mindset and data-driven approach, as well as his ability to see the bigger picture but also think out of the box, makes him an invaluable asset to any organization. In addition to the above, he is a real team player and is viewed by his colleagues and team members as a trusted advisor and a natural leader.

EDUCATION



Master Innovation and Entrepreneurship

2023 – 2025

Data Science and analytics, Digital Transformation, IoT, Strategic management, (Digital) Business Model Design, Agile, Lean Startup, Design Thinking



BA(honors) in Business Management

2015 – 2019

Businesses development strategies, specialized in Leadership practice with understanding of Marketing, Innovation, Risk handling, Finance, Accounting and Economics



BA Modern Languages and Literature

2001 – 2004

theoretical and methodological competences of scientific research

acquire skills in rigorous analysis, presentation and synthesis of knowledge, problems, procedures and research results, in oral and written form develop a rigorous and systematic research work

knowledge and skills that will enable students to continue learning autonomously throughout their lives

CERTIFICATIONS



TOP SKILLS & COMPETENCIES

- Account Management
- Change management
- Client Relationship Management
- Customer Experience
- Leadership
- Problem Solving
- Project Management

LANGUAGES

- Portuguese C2
- English C1
- Spanish C1
- Dutch B2