

# Sonia Binder

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## PROFESSIONAL EXPERIENCE

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### Team Leader – Front Office Broadcast

Telcomp Romania, Bucharest

January 2019 – present

#### Line management responsibilities:

Responsible for team build-up, management, mentorship, motivation and performance management based on the agreed WLA; closely monitoring team behaviour, results and business plans implementation according to customer needs and company standards.

- Ensuring all time reporting of the team is made correct and in due time:
  - ✓ planning, tracking and maintaining an updated status of available hours;
  - ✓ SAP approval of recorded shift/productive hours, annual leave;
  - ✓ ROTA(Schedule) planning;
  - ✓ On-call planning;
  - ✓ leaves: approval, medical, maternity etc;
- Recruiting tasks, being responsible of creating a diverse and inclusive team, while maintaining a speak-up environment:
  - ✓ creating the job description and presentation of the company
  - ✓ constant interaction with Talent acquisition and HR;
  - ✓ holding all f2f interview with internal/external candidates;
  - ✓ deciding upon successful candidates and creating the job offer;
- Performance management, rewards and recognition:
  - ✓ deciding based on acquired feedback on awards and recognition amongst team members;
  - ✓ track of each team individual's performance (operational and behaviour);offering support of building proper skillset and up to date training of team members in order for them to undertake the agreed responsibilities and ensure the accountability of their tasks;
  - ✓ ensuring niched skills are properly utilized;

✓ empowering the team members into taking independent decisions based on their acquired experience and support them in making logical assumptions, having in mind the existing business context;

- Annual salary review preparation and proposal for team members, based on operational and behavioral goals:
  - ✓ setting high standards of delivery and encouraging team members into fine tuning their skills rewards proposals;
  - ✓ drafting demonstrative business cases towards upper management;
  - ✓ deciding promotion of team members based on performance and seniority;
- Mentorship for team members and Technical Coordinator into creating a personal career path within the company; having one-to-one discussions and offering support in preparation for the next steps in team member's careers by ensuring job rotation and knowledge sharing
- Applying resignation and exit procedures for team members, regarding account management, hardware management
- Manage special cases in different areas: HR processes, health&safety, legal;

#### **Business responsibilities:**

- Responsible for the operational performance of the team, maintaining the agreed KPIs and SLAs delivered by the team;
- Scope agreement decisional factor; acting as an interface for quotations for existing or potential customers by providing accurate input regarding team effort; being involved in all project stages (starting with the pre-sales feasibility study onto operational acceptance);
- Operational workshops lead; ensuring knowledge management database is up to date and offering support in the creation of WLA and OLA;
- Actively participating in governance meetings (regarding scope, costs, reorganization and next projects);
- Coordinating the team into training new employees, organizing final operational tests and decide if the resource is fit for purpose;
- Conducting improvement plans wherever necessary due to different factors (business requirements/ CSI/Upgrade of skillset etc)
- Representing the company in different projects with upper management:
  - ✓ Participating in Young Talent Forum programme (1 year determined period), in parallel to TL position: creation of a proposal for a fresh approach on internal company matters which required improvement; actively participating in the creation/construction and presentation of the project in India towards upper management;
  - ✓ Representing the company in informative videos regarding the company's ongoing projects and areas of interest for future employees, PR campaigns and audit.

## **Technical coordinator - Media and Content Operations**

Telcomp Romania , Bucharest

**December 2015 – January 2019**

Acting as first point of operational escalation for operational issues and coordinating service desk team in sensitive situations, new requests, customized client requests.

Participating in meetings and operational governances with internal/external teams, COM/MSDM and MSIP;

Constantly pursue team and individual productivity and optimal performance of the delivered services.

**Main responsibilities:**

- Actively interacting with manager and business stakeholders regarding operational set-up during delivery governance;
- offering support in continual service improvement by having monthly operational meetings with all agents in order to constantly improve the delivery, results and customer satisfaction;
- UAM management for the team - ordering access in all required systems and applications for new employees (customer accounts);
- technical escalation point for operational issues;
- offering support for customer visits, presentations and recruitment;
- participating in feasibility studies for possible projects;
- on-boarding process - supporting new team members with technical induction process: project training, accounts creation, buddy assignment;
- preparing and implementing repetitive ORT within own team, and assesses results together with the Team Leader.
- Acting as a stand-in for manager whenever situations demand
- Back-up and support for all team members with regards to operational availability on different projects;
- Maintaining accurate monthly volume reports for each account and a presentation dashboard of active tasks/ reports
- Preparing monthly quality checks for each agent;
- preparing the one-to-one meeting files containing availability reports, volumes of work, mistakes found during sanity checks.
- Offering support in preparing ROTA;
- Creating or coordinating the creation of written procedures of the team ways of working; ensuring that all procedures are up to date
- cascading all operational updates and changes towards the team;

## **Engineer- legal interception**

Telcomp Romania, Bucharest

**September 2015 – December 2015**

**Responsibilities:**

- Acting as a single point of contact between the customer and the technical teams when handling tickets.
- Media and content operations - media management, content discovery (working with MAM); offering support to editorial teams using the front-end application;
- Lawful interceptions - Collaborating with the police by providing communications network data for the purpose of analysis or evidence. Working with different databases, including CCIS Portal, handling urgent requests such as real time activations or urgent localisations;
  - ✓ Producing documentation on customer specific requirements;
  - ✓ Solving problems defined by customers representatives;
  - ✓ Participating to several successful knowledge transfers (both offshoring and outside company transfers);
- ✓ Working with ticketing tools such as JIRA, OneTM,

## STUDIES

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### University of Warsaw, Faculty of Law

October 2013- June 2014

Diploma (type of studies):	Master's Degree
Field of studies:	European Union Law
City:	Warsaw
Other relevant information:	studying European Union's regulations, international agreements and treaties

### University of Warsaw, Faculty of Law

October 2009 – June 2013

Diploma (type of studies):	Bachelor's Degree
Field of studies:	Law
City:	Warsaw
ABILITIES:	deep knowledge of Financial Law, Civil Law, Criminal Law, Constitutional Law

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#### Foreign languages:

	Writing	Reading	Speaking
English	C1	C1	C1
French	B1	B1	B1

### External Certifications:

- ITIL Foundation
- ITIL Service Operations
- Agile PM Foundation
- Cambridge ESOL Certificate in Advanced English