

# FRANTISEK KOVAC

**Date and Place of birth:** May 12<sup>th</sup>, 1979; Prague  
**Ethnicity, Nationality:** Czech, Czech Republic  
**Family status:** married, daughter Natalie (\* 2007)  
**Driving license:** class B; authorization for company vehicle operation

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## > PROFESSIONAL CAREER

**Senior Project Manager, Project Manager**  
since 2007 @ Telefónica / O2 Czech Republic

- management of the enterprise's transformation projects
- management of the Business division's key projects
- management of particular projects developing new information systems for the internal and external customers
- the Business division deputy in 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 (Eurotel Praha) and the fix (CeskyTelecom) telco operators under a common brand 'Telefónica O2'
- lower-level management of specialists' team 'Procedures Development'
- management of several projects owned by the 'Procedures Development' team
- methodological supervision of the sales and service 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, modeling, modifications and management of the sales and service processes, including their documentation and related training and operational internal users support
- management of the internal info service for the Sales and the Customer care teams

**Specialist of the Key accounts Customer care, Data Specialist**  
2002 – 2003 @ Eurotel Praha

- specialized support for the corporate sector clients, focused on the mobile data services
- sale of the telco products and services in cooperation with internal Sales representatives, Brand stores and external Business partners
- work with several Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) systems

**Executive Director of the music club, Production Manager**  
2001 – 2002 @ Inferno

- management of a new enterprise's establishment project
- responsibility for the economic profitability and the operational financial stability of the enterprise

## > PROF. AWARDS

**2012: Top Business Club**  
**Telefónica Czech Republic**  
the Best employee of the Business Division, for 'HW Outsourcing' program implementation

**2005: High Performer**  
**Eurotel Praha**  
the Best employee of the enterprise, for superior performance at work

**2005: Annual Awards 2005**  
**Eurotel Praha**  
3rd place in the category Project, member of the project team 'Fleet Management - Car Control'

**2004: Annual Awards 2004**  
**Eurotel Praha**  
1st place in the category Project, member of the project team 'Office Connector'

**1996: Junior Achievement ČR**  
**Baťa Junior Achievement**  
for complex project and subsequent operational management of the school magazine 'In'

## > SKILLS

### Language skills

- English – good command of written and spoken English
- French – passive knowledge, basic communication skills
- Slovak – good command of written and spoken Slovak
- Czech – native speaker

- executive management of the club's production team: providing planning and program's setup, advertising and public relations, operational service, contractual relationships with artists and public administration

**Specialist of the Commercial department – 2001 @ Odkolek**

**Specialist of the Economic department – 2000 @ Ramill**

**Specialist of the Marketing and Sales department – 1998 @ Ceske vinarske zavody Praha (internship)**

## > OTHER PROFESSIONAL ACTIVITIES

**Rockshock magazine, 2003 – 2012**

- Owner and Publisher of the music magazine (2010 - 2012)
- Editor-in-chief of the music magazine (2005 - 2012)
- Deputy Editor-in-chief of the music magazine (2003 - 2005)
- Art-director (2004 - 2012)

**Cerna vrana, 2004 – 2012**

- Production Manager of the music poll (2005 – 2012)
- Project Manager of the music poll restoration project (2004)

**Upravy a vyroba odevu, 2009**

- Project Manager of a new enterprise's establishment project
- consultancy in matters of the economic profitability and operational financial stability of the enterprise

**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

## > EDUCATION, CERTIFICATIONS

**Graduation**

VOS – Business Management; Lindnerova, Prague, Czech Republic (1997 – 1999)

**High school**

Business Academy; Hovorcovicka, Prague, Czech Republic (1993 - 1997)

**ITIL Foundation**

Certification in IT Service Management (2015)

**International Project Management Association**

Certified Senior Project Manager IPMA Level B (2014)

**Baťa Junior Achievement**

Applied Economy (1996)

## > LEISURE ACTIVITIES, INTERESTS

- music criticism, journalism
- culture: music, literature, art, film
- sports: football, floorball, snowboarding, skateboarding, running
- information technologies, telecommunications, multimedia
- psychology

## Information technologies

- professional orientation in the telecommunications and ICT services, e-commerce solutions
- advanced user knowledge of MS Windows, Android and Symbian platforms
- basic product and user knowledge of CRM Siebel SFA and MS Dynamics, ERP SAP and MS Dynamics
- experience with HTML and PHP programming, work with graphic and DTP software

## Personal qualities

independence, responsibility, orientation on results, creativity, flexibility, leadership, organizational skills, stress resistance

## > TRAININGS

- **ITIL Foundation with certification;** O2 CR (2015)
- **Telco a ICT network technologies;** O2 CR (2015)
- **Presentation design & Presentation with the story;** Top Vision (2013)
- **Ethic Enterprise Principles;** Telefónica CR (2013)
- **IPMA: Preparation for the Project Manager certification;** LBMS (2011)
- **Project team management;** Hewlett-Packard (2010)
- **Competition law;** Telefónica O2 (2010)
- **Privacy policy;** Telefónica O2 (2009)
- **Ethic Enterprise Principles;** Telefónica O2 (2008)
- **Self-enforcement with the assertive techniques;** W Studio (2008)
- **Project management;** IIR (2007)
- **Challenging negotiations;** T&CC (2006)
- **UML and Enterprise Architect;** Logos (2005)
- **Data Specialist Level II;** Eurotel Praha (2004)
- **CDMA and EVDO Overview;** Nortel Networks (2004)
- **Data Specialist Level I;** Eurotel Praha (2003)
- **Communication and Sales Skills;** Image Lab (2003)
- **Siebel / SFA;** Eurotel Praha (2002)