



VERSÉNYI ZSOLT

PROGRAM MANAGER

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- http://zsoltv.com

ABOUT ME

A dynamic Project Management and Mobile Technology professional with 17 years of experience in the Telecommunication industry.

Has a can-do attitude and is keen to serve customers' needs. Quick to take on new ideas and successfully bring them to life. Strives for innovation and creativity in every project. Enjoys being a member of a productive team but can also work on his own initiative. Thrives even under significant pressure.

Now looking to build on extensive range of expertise in a new and challenging role.

FOLLOW ME

LinkedIn:
hu.linkedin.com/in/zsoltv

Facebook:
facebook.com/zsoltv

Instagram:
instagram.com/zsoltv31

REFERENCES

JÁNOS BAJNOK
Principal PMO, Process and Governance
Liberty Global

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RICHÁRD SÁRVÁRI
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Telenor Hungary
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LANGUAGES

- ENGLISH
- GERMAN

WORK EXPERIENCE

VODAFONE HUNGARY
2012 – Nov 2019

Program Manager

Brought 15+ telco/IT projects with international and local vendors to launch and business success in 7 years, including:

- My Vodafone: Vodafone's new native mobile application for iOS and Android now with over 0,6M regular monthly users (international multi-vendor project, 1M+ EUR)
- Digital Transformation (company-wide local project)
- Various streams in Vodafone's Business Transformation Program (international vendor, 10M+ EUR budget): Customer Journey Design, Business Readiness
- Medallia: Full Customer Feedback (TNPS) Measurement Platform Implementation (international multi-vendor project, 300k EUR)
- Workforce Management System and schedule planner for 1000+ Customer Care and Retail employees
- Tariff launches (e.g. Vodafone Max: 2015, local multi-vendor project, 1M EUR budget, 1M EUR ATL & BTL Campaign)

Responsible for project portfolio management and general project governance of the whole Commercial Operations Unit

Liaising with Vodafone Group on business capability roadmap
Mentoring business experts leading smaller projects

VODAFONE HUNGARY
Jun – Nov 2012

Mobile Capability Line Manager

In charge of the newly launched Mobile Vodafone application, as well as Vodafone Hungary's other mobile apps, leading a team of three

**TELENOR HUNGARY
(formerly PANNON)**
2005 - 2012

Mobile Services Expert

Implementation and in-life development of mobile services
Technical Lead for various RFPs in Telenor Hungary and Group
Responsible for: Value Added Services, Messaging, and Mobile Apps

**T-MOBILE HUNGARY
(formerly WESTEL)**
2002 - 2005

Customer Service Representative

Sales, technical support, and Customer education in T-Mobile's exclusive, high-tech showroom in downtown Budapest

EDUCATION

**BUDAPEST UNIVERSITY
OF TECHNOLOGY AND
ECONOMICS (BME)**
1999 - 2005

M.Sc. in Electrical Engineering

Major in: Telecommunication and Telematics
Telecommunication Management

**EÖTVÖS LORÁND
UNIVERSITY (ELTE)**
2001 - 2006

M.A. in American Studies

Major in: American Culture

**TREFORT ÁGOSTON
BILINGUAL HIGH SCHOOL**
1994 - 1999

English-Hungarian Bilingual Class

HOBBIES

- BASEBALL
- RUNNING
- READING
- DO-IT-YOURSELF FURNITURE DESIGN
- SAILING