

POTENTIAL.

It's in there, let's go get it.





I HELP DISCOVER, REINVENT
AND UNLEASH YOUR POTENTIAL.

—as a leader

I am an effective leader, coach and mentor, with a great track record of building multi-disciplinary teams to drive results and top performance. I work to bring *vision*, and *authenticity* which facilitates the building of *trust*; this in turn leads to top employee engagement, motivation and retention. Through empowered teams we reach new heights in performance and results.

—as a global citizen

I have worked on three continents (North America, Europe and Asia) and have a great understanding of what it takes to work with different cultures and diverse teams, and how to use this *diversity* for positive outcomes.

—as the transformation agent (the Reinventionist)

I will work with you to identify areas for improvement and then drive transformation to maximize this newly-discovered potential. I apply a disciplined methodology to build effective teams and processes in order to achieve new performance levels and to ensure their *sustainability*.

—as the change expert

We begin by building a team with a vision, and that vision includes measurable targets and detailed plans to achieve ever higher levels of performance. We ensure results are visible and understood by all to build on this positive momentum. We focus heavily on recognition, talent development and team cohesion to ensure the success of the *transformation*.

And then *we deliver*. Beyond expectations.

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Career Highlights

January 2019 – Current

Member of the Executive Board, SPS;
Head of Global IT and Technology
Business Services (TBS);
CEO, SPS Vietnam

Managing 400+ IT staff through a global service delivery model, providing services to ~20 countries, including the management of onshore, near and offshore delivery centers

IT transformation from de-centralized to centralized shared services organization (centralized security (CISO), IT operations and software development/integration)

Managing BPS organization governance and delivery (~4,000 staff), which includes global Continuous Improvement program, Quality and SLA standards, Process Excellence program (global standardization and improvement) and Intelligent Automation

August 2015 – Current

CEO, SPS Vietnam

Leading 1500 staff in Vietnam, SPS offshore Business Process Services (BPS) and IT operations and software development center

Full responsibility for transformation of the offshore delivery center into to a flagship SPS operation (completed)

Top performance, employee engagement and client satisfaction results; multiple awards for sustainability, leadership and innovation

March 2014 – July 2015

General Manager, Iberalbion, member
of Barclays Group, Zaragoza, Spain

Led 550 staff, providing collections, call center, and back office services

Top performance, employee engagement and client satisfaction results

October 2010 – February 2014

Head of Centre with Hewlett Packard,
Retail & Cards Banking Services for
Barclays Spain

Transformed and managed outsourced operations, turning them into a flagship HP BPO account in terms of SLAs, financial performance and employee engagement

Led 600 staff in collections, call center and back office services

June 2006 – October 2010

Executive Director, Revenue Services
of British Columbia, Advanced
Solutions, an HP Company

Managed transition and transformation of Government-run services to outsourced service, including technical and business transformation leading to significant service, cost and profitability improvements (\$0.5 Billion, 10-year deal)

Led 160 staff to a highly automated operation, providing billing, collections, call center and payment processing services for key Provincial Government ministry portfolios

Top performance, employee engagement and client satisfaction results

November 2002 – June 2006

Manager, BearingPoint, Victoria,
Canada

Public service consulting practice, advising clients on major service transformation initiatives across the province of British Columbia

One of the fastest promoted consultants, having contributed to the growth of the local practice from 3 staff to over 60 staff in 3 years

Key Competencies

Organizational leadership	Expertly versed in organizational governance, visionary leadership and motivation towards common objectives. Top performance results since 2006; top employee engagement, satisfaction and retention results in each organization led; top 100 most sustainable organizations 2016-2022 (Vietnam Sustainability Awards).
International and cross cultural management	I have led organizations on three continents in four different countries and cultures, each requiring significant changes and adaptation in management and leadership styles (Top CEO Ho Chi Minh city, People's Committee award 2018, 2019). In each environment I excelled at building effective teams to achieve significant transformation objectives.
Strategy and philosophy	I have used a 3R philosophy (Reliability, Responsiveness and Relationships*) to build strategic roadmaps for organizations I have led. We have built reliable services in a responsive and collegial fashion, which in turn delivered world class customer experience and satisfaction (from 54pt NPS in 2015 to 84pt NPS in 2021 at SPS, considered world class).
Objectives based management	Successful implementation of business KPI culture in all organizations managed; posted top performance results in productivity, customer satisfaction, employee satisfaction and financial performance. Delivered significant savings and measurable improvements in each organization managed.
Innovation and technology	Utilized technology and built roadmaps for digital transformation and performance improvement for both internal and external clients. Experience in building platforms, utilizing market technologies like RPA, AI and other automation tools. Delivered improvements resulting in up-to 80% cost savings in various business processes.
Continuous improvement	I am a lean practitioner and a passionate continuous improvement (CI) champion. Our internally developed CI program has become a global corporate standard, delivering hundreds of CI ideas annually and resulting in significant financial savings (1 M CHF/year). In addition, the program serves as a great employee energizer and a delivery excellence proof-point for our clients.
Sales and marketing	I am well versed in sales cycle processes, especially effective in cross/upselling. I have always focused on creating exceptional customer experiences at every touch-point, generating long term partnerships and high customer retention. This also includes customer continuous improvement roadmaps, innovation and account strategy.

Based on the book *"The Science of Service"* by Dr. Mark Colgate

Language

English: fluent
Lithuanian: fluent
Russian: fluent
Spanish: advanced

Geographical/Cultural

Canadian & EU citizen

Contact Information

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