

Curriculum Vitae — Péter Kovács

M.Sc. Electronic Engineer

Personal Details

Address 74 Allée des Plaqueminiers Res Ile Verte.
06560 Valbonne
France
☎ +33 6 80 53 72 09 mobile
☎ +33 4 92 94 08 77 home
☎ +33 4 92 3819 10 work
E-mail: Peter.KOVACS@.orange-ftgroup.com

Date of birth 12 February 1962
Nationality Hungarian, French
Languages Hungarian (mother tongue), English (fluent),
and French (fluent)
Status Married with 3 children



Career Summary

Peter has over 20 years experience in the telecom field including customer services, training, and business process management. Present position is Programme Manager at Orange Business Services (France Telecom) the world largest IP and network provider. Peter is based in Sophia-Antipolis – France. Peter is a visiting Professor at the Ecole Polytechnique de l'Université de Nice-Sophia Antipolis, teaching collaborative business skills like Meeting Techniques, Business Process Management Skills etc. Between 2002-2007 Peter was holding various positions in the Business Process arena from procedure design to business process management, where he was supporting OBS's business with process modelling (IDEF0, Aris etc) involved also in Sarbans-Oxley complacency program. Recently owning and managing the Equant Network Optimization Project Office. Designed and implemented innovative projet status and financial reporting online tool for the program. Before that 2000-2002 Peter was a Professional Trainer and Instructional Designer also responsible for training methodology. During these years Peter was engaged in delivering Train The Trainer seminars in London, Paris, Nice, Atlanta, Singapore, Sydney, Istanbul, Amsterdam, Frankfurt, Sofia, piloted Nice-Sydney Remote Instructor Lead training. In 2000 Peter participated in the launch of the IVAD (integrated voice and data) services which included voice over frame relay and IP. Prior to that (1994-2000) Peter was a Training Program Manager for the Customer Service Helpdesk training program delivered to SITA's world-wide customer care team. The course included both interpersonal and technical skills. Peter started his international career in Budapest as a Customer Service Helpdesk Manager at SITA's (Airline Telecommunications and Information Services) representation. Peter in his spare time is an MBA visiting professor teaching project management, business process management and effective meeting skills. Peter is a Hungarian and French citizen speaks Hungarian, English, and French and holds a Msc in Electronic Engineering from BME Hungary.

Education & Training

1999 Advanced Leadership skills Training by Anders Skoe, ICS La Clusaz, France	1987 Organisational Success and Behaviour course Training by Technoimpex
1997 Effective Meeting and Problem Solving Training by Anders Skoe, ICS Talloire, France	1986 M.Sc. in Electronic Engineering Speciality in Broadcasting and Telecommunications Technical University of Budapest
1995 Managing Customer Care Program Training by Anders Skoe, ICS London, UK	
1992 Executive Studies Program in Customer Support, Management and Training by Anders Skoe, ICS London, UK	

Major account responsibility

In 93/94 In SITA Hungary in charge of customer support setup.

94 Installation and design of the Training Operations Center
Cost 200,000 USD

94/00 Responsible for company wide Customer Care Training Program delivery.
Based in Nice France delivered to ~500 participants.
Operating cost 700,000 USD/year

Design and development of FINEST (Fully Interactive Network Environment Simulation Training) simulator for VT100 and Graphics version. ~100,000 USD.

Current Position

Company	Orange Business Services Business Process Management team Network Design and Deployment. Heraklion -1041 Route des Dolines 06560 Valbonne France
Duration	2004 - present
Position	Program Manager
Responsibilities	<ul style="list-style-type: none">• Methodology support for Network Design and Deployment organization internal processes.• Manage the Domestic Network Optimization Project Office.• Program Planning and Reporting with 16+ project managers as a program team.• Inform the Process Managers about Business Process strategy, and ensure alignment of Projects with the defined strategy monitor Process

Work Experience

Company	ETSA (Equant Telecommunication S.A.) Process and Training. Heraklion -1041 Route des Dolines 06560 Valbonne France
Duration	2003 - 2004
Position	Process Champion
Responsibilities	<ul style="list-style-type: none">• Monitor process performance trends, and suggest new initiatives to rationalize the Customer Implementation and Capacity Development Business Process.• Ensuring Sarbans Oxley compliance for business processes engaged.• Experience earned with IDEF0, EITVOX, and ARIS business process methodologies.

Company **ETSA** (Equant Telecommunication S.A.)
Customer Service Delivery (CSD)
Heraklion -1041 Route des Dolines
06560 Valbonne
France

Duration 2002 - 2003

Position Practice Project Manager

Responsibilities

- Ensure Customer Service Delivery organization worldwide consistent understanding and application of CSD (Customer Service Delivery) processes.
- Ensure key partners/customers TRANSPAC, SITA, NDC processes are integrated with CSD processes.
- Accountable for procedure and process development.
- Analyse process performance and propose improvement action plans with corrective actions.
- Act as key interface for the entire organisation,
- Participate to the new services deployment.

Company **ETSA**
Training and Development Department
Heraklion -1041 Route des Dolines
06560 Valbonne
France

Duration 2000 - 2002

Position Instructional Designer Trainer/ Methodology Development

Responsibilities

Designing and delivering training courses in EQUANT related internal services. Methodology assurance for Instructor Lead Classroom and Remote Classroom courses.

Designed

- Training Solution Development process.
- Interactive Distance Learning methodology integrating video conferencing web simulation and interactive classroom training methodology.
- Training content design methodology called Best Performer Analysis to capture subject matter experts' skills and knowledge. and transform them to a training course.

-Responsible for delivering Train the Trainer Courses both in EQUANT related content and in Training, Communication methodology.
-Delivered seminars in London, Paris, Atlanta, Singapore, Sydney, Istanbul, Amsterdam, Frankfurt, Sofia,
-Piloted Nice-Sydney Remote Instructor Lead Training course based on Video Conference, Intranet and advance Learning Methodologies.

Company SITA, Airline Telecommunications and Information Services
Training and Documentation Department
Heraklion -1041 Route des Dolines
06560 Valbonne
France

Duration 1994 - 2000

Position Training Program Manager

Responsibilities Lead residential programme for SITA Customer Service Helpdesk world-wide team.
Designed and delivered of training modules in

- presentation skills
- meeting techniques
- telephone techniques
- problem solving skills and evaluation techniques

Designed and delivered of training modules in

- Voice Over Frame Relay, Voice Over IP.
- ATM, Frame Relay, X.25 and X.28
- LAN/WAN based access services, and related supervision.
- Creation of training documents for the above modules.

Designing

- FINEST (Fully Interactive Network Environment Simulation Training).

A web based skill training and assessment tool, able to simulate real time situations and assess student performance.
Responsible for coaching the SITA world-wide regional training staff in effective training techniques, and interpersonal and leadership skills.
Giving interactive classroom and video-meeting based training to regional staff.

Company SITA, Airline Telecommunications and Information Services
Regional Office for Hungary
Budapest, Hungary

Duration 1993 - 1994

Position Customer Support Manager

Responsibilities

- Leading the Customer Service Helpdesk team
- Development of a curriculum and provision of training courses for help desk staff.
- Assisting in facility design and equipment procurement and co-ordinating installation.
- Maintaining continuous contact with customers during and after installation of services.

Following the Customer Support, Management and Communication training in London (Dec 1992) I was involved in the preparation and curriculum development of a similar training program extending to all SITA employees world-wide.

Company SITA, Airline Telecommunications and Information Services
Regional Office for Hungary
Budapest, Hungary

Duration 1989-1993

Position Field Engineer

Responsibilities

- Installing airline application related video terminals
- Installing PCs and LANs
- Maintenance of the SITA data communication network in Hungary
- Maintenance of the SITA Network based on Westinghouse and Northern Telecom concentrators

Company	Hungarian State Television V. Szabadság tér 17 Budapest, Hungary
Duration	1987-1989
Position	Maintenance Engineer
Responsibilities	<ul style="list-style-type: none"> • Maintenance of studio No. 2 State Television main building • Provision of installation and technical support for other studios • Maintenance of professional contacts with Thomson Video Equipment, Philips and emerging private enterprises in the video production field

During this period I gained experience both in technical maintenance as well as in the field of programme production.

Company	Technoimpex Foreign Trade Company V. Dorottya u. 10. Budapest, Hungary
Duration	1986-1987
Position	Sales Executive
Responsibilities	<ul style="list-style-type: none"> • Technical Consultancy • Contract negotiation with foreign business partners • Preparation of settlements

Relevant experience

- Provided consultancy for a medical video tape production with MedCon, an American-Hungarian joint venture. I was responsible for organising the computer controlled pre-editing system.
- Visiting Professor; Designed and delivered Project Management, and Effective Meeting Skills modules for an MBA course specialized for Project Management in the École Supérieure d'ingénieurs de Nice Sophia-Antipolis (ESINSA) in France in 2002 -2007
In 2003 and 2004 granted the highest score as lecturer by the MBA program management team and by the students.
- Designed and Delivered High Speed Technologies Course in the Institut Supérieur d'Electronique de la Méditerranée (ISEM) Toulon France 2002 2005
- Gave Business Process methodology seminar in 2004 in Budapest to the Hungarian Juridical Council (President of the Supreme Court, The General Procurer Minister of Justice, Chairmen of the Lawyers' Chamber Heads of the Departmental Courts)

Hobbies Skiing, travel and socializing, design and deliver training courses.