

Tiziana Maniezzo

Pre-Sales Officer @ PRG (Production Resource Group)

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Summary

I'm a person who wants to achieve goals and objectives in her job. Fluent in 4 languages : French, Dutch, English and Italian. Starter in Spanish.

Strong reporting and negotiating skills.

I achieved a saving of 1.000.000 € (on top of group negotiations) for a market share of 25% for the brands I was in charge of during my Vendor experience.

Lately I achieved the launch of a Mobile Virtual Network Operator in Belgium.

This experience has made me see what it takes to take a product/project off the ground and from scratch. It was the most elaborated function of all jobs I had as it made me discover project management, sales training, web development, indirect sales, brand management, marketing and communication around 1 brand among a large group, development of new procedures, legal aspects of a telco company...

The experience in Contract Management gave me the opportunity to organize major events in Brussels and being "project manager" minded.

Specialties

languages, reporting, analysis of issues, solving issues, purchasing, event organisation

Experience

Pre-Sales Officer at PRG

April 2010 - Present (10 months)

Definition of the role :

- Lead Generation using various interaction methods
- Lead Follow-up
- Solution Preparation/Proposal based on Customers Requirements
- Product Demonstrations
- Proof of Concept Creation
- Creation of Marketing Documents
- ... and any other activity required to generate business

at the moment, it is mostly last point who is applied

with some updates on the intranet

some small marketing and communication projects

Buyer at Kraft General Foods

March 2009 - March 2010 (1 year 1 month)

- TOGETHER WITH THE INTERNAL CUSTOMER, LEAD VENDOR SELECTION PROCESS (RFQ PROCESS) IN CLOSE COOPERATION WITH LEGAL.
- LEAD THE “KEY SUPPLIER’S” PROJECT : DEFINE A LIST OF ALL SUPPLIER AND REDUCE THEM TO A MINIMUM REQUIRED TO HAVE SUBSTANTIAL SAVINGS BY COMMODITY FOR BENELUX AND THE PLANTS IN FRANCE
- SUPPORT AND BACK-UP OF THE COLLEAGUES
- INTEGRATE THE SAP INTERFACE DUE TO CHANGE OF LEGAL ENTITIES AND ADAPT WHERE NEEDED WITH THE NECESSARY HELPDESKS
- NEGOTIATE A CONTRACT TOGETHER WITH THE INTERNAL CUSTOMER. THE BUYER WILL FOCUS ON THE COMMERCIAL, FINANCIAL AND LEGAL PART, THE INTERNAL CUSTOMER WILL MAINLY FOCUS ON THE TECHNICAL PART.

Buyer (ad interim.) at Belgacom Mobile

November 2008 - December 2008 (2 months)

- Analyse and evaluate the market environment in which activities are or will be undertaken, including the vendor's pricing strategies. use the knowledge in developing procurement strategy.
- Together with the internal customer, lead vendor selection process (RFQ process) in close cooperation with legal.
- Create the financial recommendations towards management, so that the proper vendors can be selected.
- Negotiate a contract together with the internal customer. The buyer will focus on the commercial, financial and legal part, the internal customer will mainly focus on the technical part.

Customer Service Officer at Rambagh / Self Employed

September 2007 - July 2008 (11 months)

- Stock Management
- Customer Management
- After-care Management
- set up new logistic process
- set up new dunning procedures
- keep suppliers in the loop for customer care issues

I held this position as a contractor and as self-employed.

Product Operations Manager at The Phone House

March 2006 - August 2007 (1 year 6 months)

- RESPONSIBLE FOR THE LAUNCH FROM A TO Z FOR THE MOBILE VIRTUAL NETWORK OPERATOR OF THE PHONE HOUSE (grossly meaning : we bought the minutes to sell them at our pricing, our target and with our communication/brand)
- RESPONSIBLE FOR THE POSITIONING OF THE PRODUCT IN THE SHOP

- BE RESPONSIBLE FOR THE TECHNICAL ASPECTS AND ENSURE TRAINING
- ENSURE COMMUNICATION TOWARDS THE DIFFERENT POINT OF SALES OF THIS PRODUCT
- DEFINE THE POSSIBLE PROMOTION OF THIS PRODUCT
- MANAGE NEW UPCOMING OFFERS
- POSITIONING TOWARDS COMPETITION

5 recommendations available upon request

Contract Manager at Palais des Beaux-Arts - BOZAR

May 2005 - February 2006 (10 months)

- FOLLOW-UP OF THE SEVERAL ACTIONS NEEDED TO BE TAKEN INTERNALLY WITH THE OTHER DEPARTMENTS AND WITH THE CUSTOMER FOR WHICH THE CONTRACT MANAGER IS THE SINGLE POINT OF CONTACT TOGETHER WITH THE ACCOUNT MANAGER.
- VERIFY THE FAISABILITY OF THE EVENT WITH THE CONCERNED DEPARTMENTS.
- CENTRALISE AND DISPATCH THE INFORMATION TO THE DEPARTMENTS PLANNING, MARKETING & COMMUNICATION, ARTISTICAL, JURIDICAL AND FINANCIAL.
- PARTICIPATE AT COMMERCIAL AND/OR STRATEGIC MEETINGS WITHIN THE DEPARTMENT AND ENSURE THAT THE MODALITIES IN THE SPONSORING CONTRACT ARE FULLY RESPECTED.
- FOLLOW-UP ON THE INVOICES LINKED TO SPONSORING. PARTICIPATE ACTIVELY ON DEVELOPMENT OF SPONSORING PRODUCTS AND COMMERCIAL OFFERS (INCLUDED CLASSIC PUBLICITY SPACES)
- PARTICIPATE ON PUBLIC RELATIONS ACTIVITY OF THE FIRM ESPECIALLY THE ONES TARGETED TO THE PUBLICITY/SPONSORING MARKET.

Vendor Manager at Mobistar

April 2001 - May 2005 (4 years 2 months)

- MANAGES A PORTFOLIO OF VENDORS: CONTACT APPROPRIATE VENDORS FOR SPECIFIC REQUEST AND BUILD RELATIONSHIP WITH VENDORS.
- INTERFACES WITH SALES & MARKETING, AFTER SALES, ACCOUNTANCY, OPERATIONAL PLATFORM AND CATEGORY MANAGEMENT OF M* PRODUCTS.
- NEGOTIATES WITH VENDORS
- HAS AN "END TO END" RESPONSIBILITY FOR THE PRODUCTS OF THE SUPPLIERS HE'S IN CHARGE OF.
- FORECAST CONSOLIDATION / MANAGEMENT OF INVENTORY LEVELS.
- WHEN NECESSARY MANAGE EXCESS INVENTORY BY TAKING APPROPRIATE ACTIONS TOWARDS SALES/MARKETING AND VENDORS.
- MANAGE THE ITEM DATA BASE, PURCHASE ORDERS AND EVALUATION OF VENDORS
- LOOKS CONSTANTLY FOR IMPROVEMENTS IN PURCHASING PROCESSES AND TOOLS AND DISCUSS A POSSIBLE IMPLEMENTATION WITHIN THE TEAM

2 recommendations available upon request

Project Manager at Family Promotion

March 2000 - March 2001 (1 year 1 month)

ORGANISATION OF THE BABY FAIRS IN BELGIUM AND ITALY WITH ALLOCATED BUDGETS. PREPARE RFQ AND AFTERWARDS WE COULD CHOOSE WHICH SUPPLIER TO SELECT FOR OUR BABY FAIRS (SUPPLIERS SUCH AS FOR CATERING, STEWARDS AND HOSTESSES, PLANTS, FURNITURE, ELECTRICITY, MARKETING AGENCY, HOTELS, TRANSPORT, ETC). PROPOSE TO OUR CUSTOMER A PORTFOLIO OF SERVICES, INVOICING AND CREDITING, AND ON SITE FINALIZATION OF THE ORGANISATION. COORDINATION OF THE WEBSITE PARTICULARLY AS A LINK WITH ANNOUNCERS ON OUR WEBSITE.

Sales assistant at BVBA FDL

October 1995 - February 2000 (4 years 5 months)

INVOICING, ORGANISATION OF AGENDA'S, ORGANISATION OF THE FAIRS IN BRUSSELS IN OUR SHOWROOM, SALES
AFTER SALES SERVICE : LINK BETWEEN OUR CUSTOMER AND THE MANUFACTURER

Education

Cepegra

HTML, 2008 - 2008

Cepegra

Dreamweaver CS3, 2008 - 2008

Cepegra

Dreamweaver+php, 2008 - 2008

Cepegra

Flash CS3, 2008 - 2008

Cepegra

Adobe Photoshop CS 2 level 1, 2007 - 2007

Cepegra

Adobe Illustrator, 2007 - 2007

Cepegra

Adobe InDesign CS 3, 2007 - 2007

Cepegra

Adobe Photoshop CS 3 level 2, 2007 - 2007

Instima (Stichting Marketing)

Post Graduate, Communication marketing, 2006 - 2006

VLEKHO

intrepretation FR/IT, 1994 - 1995

Sint-Niklaasinstituut

High school, 1987 - 1994

Honors and Awards

Certificate of the Grow Model of McKinsey

Supply Chain award with Mobistar

Interests

concerts, movies, dinners, cooking

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7 people have recommended Tiziana

"Tiziana is an energetic and result-driven person, with a thorough understanding of the telecom business in Belgium. She was firstly contacted because of her good knowledge of devices (purchase manager devices), but as we understood her detailed project-approach we gave her the responsibility of the entire product management of our (at that time) new and strategic MVNO. As I was responsible for sales, I got excellent feedback and support from Tiziana in order to adapt our sales approach. She coached my training team with the who-what-how, and she really excelled when customers or salesguys needed some clear answers or solutions. I can definitely recommend Tiziana and I will be glad to give additional info on request."

— **Bernd Bosch**, *Sales Director, The Phone House*, managed Tiziana indirectly at The Phone House

"I met Tiziana working on a complex and challenging MVNO (mobile virtual network) product launch working with inhouse and 3rd party suppliers. Tiziana did a magnificent job of coolly and calmly defining the product and delivery success criteria, managing commercial and technical relationships, firmly keeping the whole operation successfully on track without losing her sense of humour and focus on what was most important. Very capable, professional, fun and a real pleasure to work with!"

— **Samuel Traill, MBA**, *Senior/Portfolio Manager, Carphone Warehouse*, worked with Tiziana at The Phone House

"Tiziana was a very diligent product manager who worked hard during the launch phases of a new product for the Belgium Phone House."

— **Pete Judd**, *Head of European revenue assurance, Carphone Warehouse*, managed Tiziana indirectly at The Phone House

"Tiziana is a person not being afraid of challenges and workload (she can manage extra workload quite easily). Her more than active knowledge of key languages as French; Dutch; English allow her to build 'strong' relationship with partners ! A pleasure to work with her !"

— **salvatore vignoli**, *Head of MVNO & Insurance Manager, The Phone House*, managed Tiziana at The Phone House

"I know Tiziana as an experienced and very driven operational manager with the highest focus on customer satisfaction. A pleasure to work with."

— **Johan Vandenbosch**, *Billing Analyst - Wholesale, BASE nv*, was a consultant or contractor to Tiziana at The Phone House

"Tiziana is a very dynamic and passionate person. She always showed herself very motivated and involved in her job. I had the opportunity to work with Tiziana as one of the providers of Mobistar. She always remained respectful against the suppliers and she was able to easily understand the limits and look at the different alternatives that were offered when facing an issue. Very good relationship I could easily work again with Tiziana."

— **Vincent Buekenhout**, *Key Account Manager, Nokia*, was with another company when working with Tiziana at Mobistar

"Tiziana was my prime contact at Mobistar when I turned around Silicon Tech from a pure IT hardware distributor into the leading mobile ICT distributor. She saw immediately the possibilities of the merging IT and telecom markets and contributed a lot to the starting business relation between Mobistar and Silicon Tech for which I was and am very thankful."

— **Wim Meulders**, *Director Sales & Marketing, Silicon Technology nv/sa*, was a consultant or contractor to Tiziana at Mobistar

[Contact Tiziana on LinkedIn](#)