

Curriculum Vitae

Personal Data

Name Jens Jankowski
Address Wildensorger Str. 15, 96135 Stegaurach, Germany
Date and place of birth 1979/06/27 in Dortmund
Marital status married, 1 child (2012)
Nationality German



Career

08/2016 – today Siemens Healthcare GmbH, Forchheim
Senior Quality Manager / Safety Officer for Medical Devices
01/2009 – today Owner
pro4care – Consulting, Laer
02/2010 – 01/2014 Managing Partner
edu@work GbR, Laer
09/2007 – 03/2009 Sales Director Central Europe
Partcom OÜ, Münster (Tallinn, Estland)
08/2006 – 08/2007 Sales and Consulting Quality Monitoring
Tele'Train Software GmbH, Moers
11/2004 – 07/2006 Quality Manager
SNT Deutschland AG, Essen
01/2003 – 10/2004 Quality Manager
Kluth Telemarketing GmbH, Düsseldorf
08/2001 – 01/2003 twenty4help Knowledge Service GmbH, Dortmund
Apprenticeship as IT-System Kaufmann (IHK)

Education

03/1997 – 07/1999 Gesamtschule Gartenstadt, Dortmund
Degree: Matriculation standard
02/1996 – 02/1997 Collegium Augustinianum Gaesdonck, Goch
Episcopal boarding school of the diocese Muenster

Advanced training

10/2016 Risk Manager ISO 14971:2012
TÜV Süd Akademie
10/2016 Safety Officer for Medical Devices (§30 MPG)
TÜV Süd Akademie
03/2016 Revision of DIN EN ISO 9001:2015 in relation to ISO 13485
TÜV Süd Akademie
12/2015 Internal Auditor for DIN EN ISO 13485
TÜV Süd Akademie
01/2013 + 01/2016 EOQ Quality System Manager (Certificate & Re-Certificate)
European Organization for Quality
09/2006 Installation and Administration Witness Impact 360
Witness Systems, Leatherhead (UK)
07/2006 DGQ Qualitätsmanager incl. Internal Auditor
Deutsche Gesellschaft für Qualität e.V., Frankfurt a.M.

Additional skills

Language skills English business fluent in spoken and written
French basics
Software skills Microsoft Office excellent
Microsoft Visio excellent
Microsoft Project basics
Basic military service 1999: 2. St/FmRgt 990 Landcent, Essen
Individual interests Swimming, gardening, reading books, cooking

Stegaurach, Feb. 2018

Job descriptions

Owner, pro4care

I assist clients independently of the industrial sector as autonomous consultant to improve their customer services and operational business. That for internal service structures as well as external suppliers and Medical Device Manufacturers. My activities include consulting of management and organization, training and coaching on all levels, setup and maintaining quality management systems (ISO 9001, ISO 15838, ISO 13485, COPC, QMCC, GMP, GCP, 21CFR820, ...), research of suppliers for new outsourcing projects, creation of functional and required specifications and supporting as project manager while implementing new hardware and software. Further I am available Interim Manager for Medical Device Manufacturers with focus on Complaint and CAPA / Risk Management according international regulations. My client base include S-DAX companies, leading enterprises of medical device branch and automotive.

Since the middle of 2010 I am lecturer for Management Circle AG for Inhouse Workshops in German and English for "Operational Contact Center Management". Furthermore I was member of Advisory Board for the Contact Center Trends congress.

Description of individual projects – Medical Device Manufacturers

eResearchTechnonlogy GmbH, Höchberg, 07/2010 – 06/2012

- Rework of existing Documentation of QM system after several Merges and Acquisitions
- Setup of a new structure for Document Management according to GDP
- Writing requirement specification for a new Audit, Complaint & CAPA Management System
- Writing requirement specification for a new Change Management System
- Project Lead for implementation of both (mentioned above) systems with TicketXpert by ISOnet under recognition of applicable requirements of GMP and GCP
- Training of employees
- Management and Coordination of Change Request
- Support during Client Audits and Audits of Notified Body
- Support in Final Inspection of medical devices class IIa

Varian Medical Systems, Particle Therapy, Bergisch Gladbach / Köln, 07/2012 – 12/2012

- Processing and documentation of CAPAs based on non-conformity results of inspections of medical devices class IIb
- Support during Audits of Notified Body

eResearchTechnonlogy GmbH, Estenfeld, 12/2012 – 12/2014

- Processing of Complaints and CAPAs for medical devices class IIa
 - ➔ hereby evaluation of severity and if applicable initiation of FSCA
 - ➔ support of Safety Officer for Medical Devices in case of reportable events
 - ➔ Recognition of international standards and laws e.g. 21CFR820 / 803, MDD, ...
- Writing requirement specification for a new Audit, Complaint & CAPA Management System
- Project Management for implementing (mentioned above) systems with MetricStream
- Planning and execution of UAT for the system
- Training of employees

Siemens Healthcare GmbH, Erlangen, 03/2015 – heute

- Sub-Project-Lead for a global roll out of a new complaint process and its supporting software (HP Service Manager)
- Support for Dedicated Complaint Units of all Business Lines of Diagnostic Imaging and Advanced Therapies.
- Collaboration in the Complaint Process Progression Board
- Coordination of Trainings, User Management

Description of individual projects – Contact Center / Business Process Outsourcing

Delticom AG, Hannover, Laufende Projekte seit 2009

- Training on the Job / Coaching for Contractor Management
- Several RFPs in behalf of client
 - ➔ Awarding of international call volume for USA, Baltic States and Nordics
 - ➔ Social Media Integration of all country organizations
 - ➔ Extension of existing telephony system with dialer functionality
- Creation of Excel tool for long-term forecast up to daily intraday management
- Management Training Forecast & Planning

Sanitätshaus Luttermann, Essen, 01/2009 – 06/2010

- Optimizing of Call Routing (on Siemens HiPath)
- Restructuring of 1st and 2nd Level Supports
- Development of an analogue filing system inclusive digital archiving for accounting with Health Insurances
- Efficiency enhancement for switchboard

Sanitätshaus Sanimed GmbH (Teil der Hartmann AG), Ibbenbüren, 01/2013 – 06/2013

- Creation of a new support concept for 1st and 2nd Level
- Setup of a new internal Call Centre including concept for space utilization

Communicall GmbH, Bayreuth, Laufende Projekte seit 2014

- Qualification of a Quality Management Representative
- Conception and Execution of Mystery Calls
- Support in Re-Certification DIN EN 15838

Managing Partner, edu@work GbR

edu@work GbR provided solutions for all branches. Using the platform eLearning-discount.com a complete eLearning system with LMS & CMS was offered with very flexible conditions. In addition the individual creation of content was offered.

The client base include leading Call Centre supplier (BPO's) in Germany, enterprises with internal Call Center structures form insurance-, banking- and energy sector.

Sales Director Central Europe, Partcom OÜ:

For my sales region I was responsible for acquisition and closing deals. Within a few month I was able to win the first customer on the European market although the company was unknown in the region before. As my personal sales achievement I can count customers in Germany, Bulgaria, Rumania, France and Tunisia. In total more than 600 seats have been set up with Quality Monitoring of Partcom due to my sales. The whole product range include besides Quality Monitoring with voice and screen recording a module with eLearning.

Besides my direct sales I set up an international network of service and sales partners. Furthermore I can assess an OEM partnership with a leading business intelligence software manufacturer as my personal success.

As sole employee outside of the headquarters in Estonia I was responsible to plan and accomplish trade shows. So I organized our exhibition on the Call Center World 2008, 2009 in Berlin, SeCA 2008 in Paris and Convergences Expo 2007 in Hammamet, Tunisia.

Sales and Consulting Quality Monitoring, Tele'Train Software GmbH:

Based on my wide experience in using the Quality Monitoring System of Witness Systems I supported sales in acquisition. Later I was responsible for sales of QM products in total.

Beginning on September 2006 until July 2007 I was responsible for an installation of the Witness Software at a cable network provider with 750 seats on 3 sites. The realization of the workers council requirements was the main challenge. I have been able to realize all requirements to his and his workers council's satisfaction due to my solution oriented work.

Quality Manager, SNT Deutschland AG:

As Quality Manager I was responsible to assist the Management and Project Management in all questions of quality. My scope of duties included 10 projects on 4 sites. In the major projects quality measurements were performed by the clients. These needed to be analyzed to agree measures with the operative responsible managers. At same time I developed and implemented internal measures. Within continuous quality meetings for each project I was representing the Quality Management at the clients.

Besides I was internal project manager for launching a Quality Monitoring pilot project from Witness Systems. I coordinated all related stakeholders within SNT and did the communication to the manufacture, his service partner and the client.

Quality Manager, Kluth Telemarketing GmbH:

My responsibility covered both sites of the company and I reported directly to the general manager. The main opportunity was to setup and implement a quality management system according ISO 9001 and COPC®.

It was my responsibility to analyze results and initiate measures for quality measurements, done by the major client. I led a team of 20 part time workers to perform internal quality measurements in a team of 450 agents. The internal measurements contained silent monitoring and customer satisfaction interviews. In addition I was functional responsible for four internal and external trainers and to develop seniors and train all employees in communicative basic skills.

Apprenticeship IT-System Kaufmann, twenty4help Knowledge Service GmbH:

During the apprenticeship that was shorten to 2,5 years, I worked in several departments. The first six month I was appointed in the operational Call Center Business because of my experiences with that. I supported the teamleader in daily business and was responsible for small projects e.g. the complete accounting of a test pilot with an external supplier.

After that I spent further six month in Quality Management department. I was responsible for the execution and analysis of customer care surveys. In the course of a new focus in the quality management system to COPC® I made the restructuring of the survey processes according the new standard.

During the following 18 month I worked in the Marketing and Sales departments. I supported the acquisition, created presentations and attended customer meetings to document service related processes. Besides that was responsible to setup und review all processes of marketing and sales.