



accustomed to customers.  
servicing excellence

CUSTOMER CARE  
**HUB**

9:00 Welcome coffee

9:45 **GABRIEL PREFAC** Agility & Innovation Officer  
Opening speech

9:50 **EMILIA PECHEANU** Conf. Dr. Ing./ UNIVERSITATEA "Dunarea de Jos" GALATI  
Academic & professional environment in Galati - New ways of cooperation

10:30 **DAN MAZILU** Owner/ MEDIATEL DATA  
Optimizing the Call Center activity using modern Workforce Management techniques

11:20 **MIHAELA ANTONICA** HR Manager/ EUROANSWER

**NICOLETA MARDARE** HR Trainer & Development/ EUROANSWER  
Human Resources - Best practices and trends in recruitment

12:10 Lunch and networking

13:10 **LILIANA DOBRE** Business Consultant – Senior Trainer/  
CUSTOMER SERVICE EXPERT  
Quality employees matter to the health of your business

13:45 **NICOLETA TIGAU** Outsourcing Operations Manager / ORANGE

**ALEXANDRU VIZIREANU** CS Residential Retention&Loyalty  
Manager / ORANGE

Collection & Retention Processes @ Orange

14:25 **GABRIEL PREFAC** Agility & Innovation Officer

Technology Trends in 2017 – Where Customer Service meets Information Technology

Contact: **Laura Galos**  
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Partners:

**CUSTOMER SERVICE  
EXPERT**



**mediatel data**

