

Curriculum Vitae

Karen Rønberg | Customer Service Director

**Position:**

Customer Service Director

Date of Start

December 2015

Work location(s)

Metrovej 3, 2300 Copenhagen S

Vasbygade 16, 2450 Copenhagen SV

Key competences

- Service Design
- Customer Service Management
- Operations Management
- Finance Management
- Implementation of Business Strategy
- Process Analyses
- Cultural Change

Languages

Native Danish Speaker

Fluent English Speaker

Speaks German, Swedish, Norwegian

I have 20 years of management experience, nine of which at executive level. During this time, I have managed budgets of more than 4 billion DKK. Through focusing on the service culture, I have repeatedly increased effectiveness and efficiency within my departments.

Since taking on the role as Customer Service Director at Metro Service, I have decreased response times at the service center from 10 to three days and cut the percentage of customers waiting more than two minutes on the telephones from 8 % to 2%. I have also introduced a new KPI on customers' satisfaction, which has increased by almost 10% within the last 1½ year, to the present high level of 8,75 on a scale from 1-10.

By introducing a new management structure in the service center, I have ensured more accessible leadership, and more clear roles and responsibilities for the employees, who have also received more training. I place great value on developing the employees' skills and their awareness of great customer service. I have worked extensively with the staff to implement "the good answer" in written and telephone responses to customers. We have also structured the onboarding process, making new employees confident that they can answer the customers correctly and to the high level we demand of ourselves. These measures have been instrumental in increasing employee satisfaction and reducing sickness in an area traditionally linked with high turnover and low satisfaction.

Employment Summary

2018 - : Customer Service Director, Metro Service A/S

2015 – 2018: Customer Service Manager, Metro Service A/S

2010 – 2015: Head of Sales & Customer Service, DSB

2008 – 2010: CFO, DSB Sales

2007 – 2008, CFO, DSB On Board Service

2001 – 2007: CFO, Danish Meteorological Institute

1997 – 2001: Project Manager, Ministry of Finance, Agency for Modernisation

1996 – 1997: Controller, Roskilde Hospital

1994 – 1996: Controller, University of Copenhagen

Education

Master of Economics & Management, Aarhus University

Service Excellence, Chefakademiet, CBS Executive

High Potentials in DSB, Two modules at IMD