

CV

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PROFESSIONAL EXPERIENCE:

Mar '15 – Jan '20 Director of Remote Service and Sales Department at Bank of Georgia

<https://bankofgeorgia.ge/ka/retail/main>

✓ **Organizational Development:**

- Create and update necessary policies, business processes, structure and job descriptions of department in compliance with bank's ongoing/current strategy and its short-term and long-term goals.
- Together with HR Department create, update and manage department's human resource management system.

✓ **Budgeting:**

- Prepare and control department's annual budget.
- Prepare and manage annual staffing budget.

✓ **Reporting:**

- Prepare detailed reports for direct supervisor, internal and external regulatory entities in compliance with bank's standards and procedures.

✓ **People Management:**

- Manage subordinate staff (recruitment, employee relations, rotation, material and non-material benefits, capacity building etc.).
- Coaching/mentoring, performance appraisal and capacity building development planning of subordinate staff.
- Prepare, update and approve motivation schemes.

✓ **Definition of Goals and Task Management:**

- Define short-term action plans for subordinates and monitor their execution.
- Analyze and prepare consolidated reports on statistical data.
- Ensure customer satisfaction and rise red flag in case of problems.
- Manage remote sales (initiation of campaigns, preparation of scripts, analysis of campaign's conversion etc.).
- Initiate digital and non-digital project(s) for department's effective functional development. To be involved in project(s) implementation as business owner.
- Analyze new project(s) profitability and potential success and request department's future technological and/or functional development opportunities in accordance to Agile model.

Jun '07 – Mar '15 Head of Contact Centre at Bank of Georgia <https://bankofgeorgia.ge/ka/retail/main>

- Manage subordinate staff (recruitment, employee relations, rotation, material and non-material benefits, capacity building etc.).
- Performance appraisal and capacity building planning for subordinate staff.
- Manage Contact Center's parameters (performance, service level, first-call resolution) and reporting.
- Create, update and implement policies/procedures and job descriptions of employees.
- Prepare bonus/commission and other necessary motivational schemes.
- Ensure customer and personnel satisfaction.

Mar '05 – Jun '07 Banker at TBC Bank <https://www.tbcbank.ge/web/ka>

- Consult, guide and support customers in different bank transactions.
- Fulfill individual and Branch's plans.

Academic Education:

- 2003 - 2004 MBA preparatory course, ESM (currently Free University)
- 1995 - 2001 MD of General Practice, Faculty of Internal Medicine, Tbilisi Medical Academy

Skills, Abilities & Knowledge:

- Languages: Georgian – native, English – good, Russian - good
- Computer literacy: MS Office, CRM systems: Cisco, Genesys
- Experience in bank merging, project management, management with Agile model
- Organized, with high sense of responsibility, flexible, diplomatic, loyal, ability to work in stressful situation, problem identification and problem-solving ability, ability to lead multiple projects simultaneously, emphatic and strong team-player.