

ROLAND SCHLEICHER

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SUMMARY

Customer-centric leader, passionate about driving top- und bottom-line growth through operational and digital transformation. Unique international career combines MBA with 10 years in top level consulting and 6+ years in multiple C-level roles in telecom industry. Proven track record of delivering results in turnaround and business-building situations.

PROFESSIONAL EXPERIENCE

2024- **E.G.T. GmbH** (Advisory): MD / Founder **Germany**
Advisory with focus on operational value creation for PE and mid-size companies in the (fibre) infrastructure business.

2018-2023 **Tele Columbus AG** (€500m rev., 1k empl.): *COO/ CIO* **Germany**
Responsible for customer operations, processes and IT; leading company-wide customer experience & digital transformation. Organisation comprised of >550 FTEs, >70m EUR budget.

Selected key achievements

- Returned company to positive customer growth in broadband internet business, by reducing churn (-50%)
- Transformed company into customer experience leader; 16 consecutive quarters of customer satisfaction improvements
- Led organisation through large-scale change and restructuring, steadily increasing employee satisfaction
- Reduced cost base across contact centre operations (-30%); increased field service productivity by 40%
- Commercial uplift in sales channel (2x conversion rate)
- Launched digital product "MeinPYUR", now largest channel
- Digitally transformed key customer journeys and core business processes using automation, AI and agile
- Modernised IT architecture including new CRM introduction
- Introduced agile working models and software development factory, increasing digital transformation capacity by 3x
- Architected and negotiated deals with strategic outs. partners
- Navigated company through corona pandemic as executive crisis manager

2016-2017 **Tele Columbus:** *Chief Business Transformation Officer* **Germany**
Responsible for post-merger integration and strategic transformation of business in order to support growth plan.

Selected key achievements

- Led post merger integration between three cable operators incl. B2B Business; more than doubling company size and scale, whilst driving >40m EUR synergies
- Introduced process house and transformation methodology; transformation governance for >50 parallel change projects, with a focus on results-delivery
- Spear-headed critical strategy & transformation projects, e.g. customer service turnaround, infrastructure upgrade, open access

2011-2016 **McKinsey & Company:** *Associate Partner* **UK**
Strategist, specialised in value-creation through M&A, digital and operational transformation. Focused on TMT sector EMEA.

Selected project examples

- Developed domestic and international growth strategy for European cloud and IT services provider
- Simplified group operating model for multi-national telecom operator
- Optimised sales effectiveness by redesigning compensation schemes for B2B IT company
- Conducted due diligence for M&A targets and new product launches (telecoms, IT service provider)
- Architected and negotiated network sharing deals for mobile operators
- Deployed lean working methods in B2B financial & telecoms

2007-2010 **Accenture:** *Manager* **Germany**
Technology strategy and transformation expert in EMEA, specialising in business enablement through technology.

EDUCATION

2005-2006 **Thunderbird School of Global Management** **USA**
MBA "With Honours", Fulbright scholar

2000-2004 **Technical University Regensburg (FH)** **Germany**
Diplom-Wirtschafts-Inf., Grade 1.6, best 10% of class

ADDITIONAL INFORMATION

Languages German (native), English (fluent), Spanish/French/Swahili (beginner)
Personal Interests Supporting NGOs in East Africa; guitar learner; mountaineering