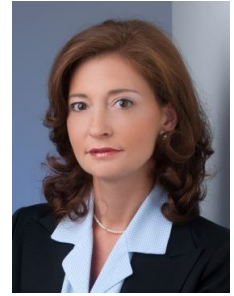


CURRICULUM VITAE

Personal Data

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*Further photos at the end of the CV**

**Please note: since an operation in Jan 2019 I have a facial nerve paralysis (please find the most recent photos before and after that operation at the end of the CV)*

Professional Career

April 2020 – ... Launch of LEDERER-PONZER Consulting e.U., a Leadership Consulting & Coaching business; until end of 2020 run as a micro business, part-time, mainly coaching; from 2021 onwards full scope – leadership consulting & coaching; mentoring; consultancy services for strategic projects and transformation programs.

June 2018 – Mar 2020 *The start-up of an own consulting & coaching business focusing on leadership was planned for Jan 2019, however put on hold due to operations in Jan & Feb 2019 and a subsequent sick leave for +1,5Y – Dec 2018 was focused on further growing of coaching and leadership skills and experience.*

July 2017 – May 2018 **Erste Bank Serbia ('EBS') – Advisor to the COO** (delegated from EG IT INT, a subsidiary of Erste Holding)

Joining the newly appointed COO to Erste Bank Serbia, with the following major roles:

- **Supporting the local COO in development and implementation of the COO strategy**
- **Organisation & management of team buildings for the COO area**, including selection of the key external partner for management coaching
- **COO Communication** (internally within EBS and into the Group, e.g. contact for the Bank's EG-internal, international coordination)
- **COO contact into Erste Holding**
- **Setup of the Core Banking System Implementation Program ('Program')**
 - Running the RFP process – 2nd phase to final decision
 - Contracting the key partners (SW vendor & implementation partners / prime contractor)
 - Program setup (Program Organisational Structure, High-level Plan, implementing meeting structure for proper Program Governance)
 - Development of the Program's Communication Strategy and incorporation into the overall Bank's internal communication

strategy (NB: with this concept the Bank won the 1st place for Company Communication Strategy in Serbia, a national award in 2019)

- **Building up COO Strategy & Governance in EBS**, including the following focus areas
 - COO Strategy (incl. IT Strategy with Sourcing)
 - COO Finance Governance
 - COO Resource Planning
 - Strategic Vendor Management
 - IT Governance
 - RTO & Outsourcing
 - SLA Management & Governance
 - COO Group Coordination (Adriatic Alliance, other banks, Holding)
 - COO Communication

Working on these areas was started but not completed due the Bank's reprioritisation and focus on the above-mentioned core banking system implementation program – focus was then more put on the setup of this program. Basic pillars of the COO Strategy & Governance were elaborated and conceptually established, but not fully implemented until 31.05.2018, due to aforementioned reprioritisation of the Bank. Therefore, put on hold to be continued at a later stage, after successful setup of the Program.

**July 2016 –
June 2017**

Erste Group IT International GmbH ('EG IT INT') – 'Head of Account Management & Customer Relations' ('EG IT INT' is a Member of Erste Group (EG)' directly reporting to Erste Holding)

- Continuing the below-listed functions (Account Management, Communications, Contract Management) in the **spun-off entity from s IT Solutions AT**; EG IT INT is the IT provider of Group Solutions for Erste Group. Transformation Program responsibility for these 3 areas listed, in addition to the daily management role.
- The role included **a team of 15 people** covering the following 3 functions:
 - **Business Relationship Management for EG entities**
 - **Communications** (internal/external)
 - **Central Contract Management Office**, incl. vendor management
- Besides **personnel management and the responsibility for these three functions**, the focus was on the **support of both managing directors, especially in communication and stakeholder management**
- A key responsibility of the function Communications was **Event Organisation**
 - Organisation of big employee events for > 900 employees
 - Organisation of group-wide business partner events (Business & IT) for up to 200 top managers as well as senior experts of Erste Group ('Erste Information Factory 2015 & 2017, focusing on big data and data science related topics and group-internal use cases)
 - Organisation of Management Offsites and Team Buildings

Organisation of these events included the mere organisational part as well as the responsibility for the content, elaborated in cooperation with the relevant content experts.

Oct 2010 –
Jun 2016

s IT Solutions AT Spardat GmbH – ‘Head of Account Management & Customer Relations’ (*s IT Solutions AT, a Member of Erste Group (EG)*)

- **2010 - 2011:** Building up a **Centralised Account Management** in s IT Solutions AT with focus on Business Relationship Management for CEE bank entities of Erste Group (including amongst others: Strategic Account Planning of key accounts, escalation management, contract alignment, contract negotiations, bid management)
- **2012 - 2013:** Establishing a **Standard Account Management Approach in the CTO area**, including tasks such as
 - Above listed tasks, plus
 - Review and optimisation of the IT infrastructure services’ offers & contracts to bank entities and the related process
 - Building up an Opportunity Management Process (O2C – Opportunity to Cash) as Project Sponsor (was finally not implemented due to internal, political reasons)

as well as
Responsibility for Central Contract Management
- **2014 - 2016:** 2014 moving to another IT Service Area ‘**Group Centre Functions (GCF)**’, focusing on Group Solutions for Accounting, ALM, Audit, Controlling, Compliance, HR and Risk Management and **building up the following functions**
 - **Business Relationship Management**
 - **Internal/external Communications** (for 300+ employees of this area and externally to EG Business Partners)
 - Fostering **Contract Management CEE**
 - Starting the centralisation of **License Management** for the respective area across the Group; was finally postponed due to transformation project)
- **Additional roles:**
 - Active support to CIO GCF in strategic and conceptual tasks
 - Event management for this area (for staff as well as business partners)

 - Establishing Centralised Contract Management across the Group for IT Service Contracts (intra-group) as well as vendor contracts (incl. HW/SW licenses) to be established in a newly established IT entity of Erste Group (Erste Group IT International GmbH, ‘EG IT INT’)

Jan 2007 –
Sept 2010

zeb/rolfes.schierenbeck.associates gmbh (Austria) – ‘Senior Manager’, covering the following roles:

- **Key Account Manager for Erste Group**, incl. the Austrian Savings Bank Sector:
 - Key account management and project supervision; building up a sales pipeline of external consultancy support in Erste Group (MiFID, Basel II, Credit Decision Engine, sales management corporate business, management coaching, etc.) in different divisions of Erste Group (Group Risk Management, Group ALM, Group ORG, Group Accounting EBOe Corporates, EBOe Org, etc.

- Project management support (see also below)
- **Key account management for Bank Austria and UniCredit in CEE (from 04/2008)**
- **Additional roles:**
 - zeb/ internal role: implementation of an international key account management approach for zeb/
 - project roles (non-exhaustive list):
 - project management support to Group Risk Management (GRM) in Erste Group's Master Scale Implementation Planning Project;
 - Change Management role (focus on management communication) for a restructuring project of Hypo Group Alpe Adria and its subsidiary in BiH

**Jan 2001 –
Dec 2006**

Oracle Corporation

- **Jun 2004 – Dec 2006: Business Development Manager, Oracle EMEA Risk & Compliance Solution Centre, UK:** a market & business development role as well as a direct sales role, driving the sales process for **Basel II and other risk & compliance projects** for financial services key accounts, e.g.:
 - Support of the local Oracle Account Managers in the region in Risk & Compliance related issues as an expert in Risk & Compliance
 - lead generation for Basel II and Risk & Compliance
 - customer meetings regarding Basel II and other compliance topics (e.g. S-OX, Solvency II)
 - bid management for Basel II related RFI / RFP responses
 - cross-selling of the overall Oracle performance management and business intelligence portfolio plus the related technology portfolio in the Risk & Compliance area
 - partner management (alliances) & cooperation in different projects: Deloitte Consulting (UK, PT), BearingPoint, Altran/Prisma (PT), EY (RO) – engagement with these partners on different levels, depending on the respective requirements in those countries
 - team management of iFlex/ Reveleus (now part of Oracle Group) presales and consulting throughout the sales cycle
- **Jan 2001 – Jun 2004: Key Account Manager Financial Services, Oracle Austria** (Banking and Insurance) covering all larger insurance companies and some of the larger banking accounts in Austria (Erste Group, OeVAG, BAWAG; Uniqa, Vienna Insurance Group, Grazer Wechselseitige, ...) including: selling the Oracle product portfolio, bid management, organisation of the annual Oracle Financial Services event in Austria ('Oracle Banking and Insurance Day'); cooperation with different Oracle Partners in Austria (BearingPoint, CGEY, CFC, IBM, HP, SBS, Trust Consulting, Unisys, etc) in joint customer projects

**Apr 1997 –
Dec 2000**

Erste Bank der oesterreichischen Sparkassen AG (Erste Bank)

- **Apr 1999 – Dec 2000: Key Account Manager for Large Corporates:** key account management for Austrian subsidiaries of multinational companies of the Paper, Food & Beverages as well as Construction

Industry (e.g. SAPPI, Readymix, Mondi Minorco Paper / Frantschach, Coca Cola Austria, Wienerberger): general key account management tasks in all banking areas of a universal bank (cash transaction management, financing, special financing, investments, insurance, cash pooling, car management, etc.). In addition, account management for some private foundations.

- Apr 1998 – Mar 1999: **Erste Bank Advisor for EU-Subsidies for SME's** (Joint Venture Subsidies' Programme of the EU) incl. correspondence / communication and negotiations with the EU Commission, organisation of events for the Savings Bank Sector and SME customers of Erste Bank and Savings Banks, customer meetings and application process for a EU subsidies programme for Savings Banks' customers.
- Apr 1997 – Mar 1998: **Assistant Key Account Manager** for SME's of different industries

Trainings during the professional career (non-exhaustive)

2018	<p><u>Oct – Dec 2018: Coaching Training</u> at The Co-active Training Institute (CTI, www.coactive.com), a member of the International Coach Federation (ICF); intensive course program in London Certification: 'Trained Co-active Coach';</p> <p><u>Dec 2018: The Leadership Circle Profile</u> – certification on The Leadership Circle Profile 360° assessment – certification allows to use The Leadership Circle Assessment for clients, including consulting and coaching on the results; www.leadershipcircle.com</p>
2010 – 2018	several Erste Group internal trainings and team buildings for management and leadership (including organisation of leadership programs for the management teams in the IT area)
2008 – 2009	Leadership and management training (4 programs, incl. team coaching; in total 12 days; a zeb/ external seminar)
2008	Presentation techniques and moderation (a zeb/ external seminar)
2007	Bank Management & Steering (basic and advanced seminar; a zeb/ internal seminar; this type of seminar is also offered on the market to financial services institutions)
2001 – 2006	Several trainings on sales management, Oracle's product portfolio, conflict management , communication, ... Communication and media training : special training on moderation with one of the most prominent moderators in Austria: Nora Frey (Nora Frey Consulting)
1997 – 2000	Several seminars in Erste Bank for account managers: balance sheet analysis, sales skills, communication skills, conflict management, etc.

Education

Oct 1989 – May 1997	'University of Economics and Business Administration', Vienna ('WU Wien') <ul style="list-style-type: none">• focus of studies: Foreign Trade, Foreign Trade Law (esp. EU Law) and Management• Feb – Jun 1994: Students Exchange Programme at Wolverhampton University• Master Thesis: 'The Oils, Oilseeds and Fats Market with a Focus on International Co-operation (in English)
1981-1989	AHS Moedling/Bachgasse: Secondary School (incl. English, French, Latin; A-Levels / general qualification for university)

Languages

German	mother tongue
English	fluent in written and spoken
French	medium level in written and spoken
Spanish	basics in written and spoken
Italian	basics in written and spoken

Traineeships

(chronological order)

Period	Role	Company
Aug 1990 – Sept 1990	Management (Tourism)	Assistant LEKO GesmbH. & Co KG, Carinthia, Austria
Sept 1991	Sales (Gastronomy)	Trzesniewski, Vienna
Sept 1992	Credit Control (Banking) Seminar Tutor	Assistant P.S.K.- Credit Control, Vienna
Mar 1993 – Jun 1994		Oesterreichische Akademie fuer Fuehrungskraefte, Vienna ('Austrian Academy for Managers')
Feb 1995 – Jun 1996	Financial Accounting	'Provinzprokurator der Jesuiten', Vienna (Roman Catholic Organisation in Vienna, Financial Accounting)

Inbetween

Different roles @ Erste Group

June 1992 – Oct 1996	Trainee at a service company of 'DIE ERSTE oesterreichische Spar-Casse Bank AG' (later: Erste Bank der oesterreichischen Sparkassen AG / Erste Group Bank AG) 'High Tech Service GesmbH': several projects for the managing director: facility management, invoicing, controlling
May 1996 – Oct 1996	Organisation of the Workers' Council's annual works outing 1996 for 3.500 employees to Nice, France

Miscellaneous

- Non-smoker
- Driver's License B (1989)
- Sailing License B (Coast - 20sm, 1989)

Additional photos *(for your information and for clarification prior to any direct contact)*



*before operation
(Jan 2019)*



*after operation
(April 2020)*