

M.Sc. in Finance and Banking

Meeting the Practitioners

Gianluca Bilancioni

Teleperformance Italia

April 3, 4.00pm

classroom S11 (second floor, Building Didattica)

GIANLUCA BILANCIONI – *Chief Financial Officer (CFO)*

Gianluca Bilancioni joined Teleperformance Italia as CFO in July 2010. He elaborated a 3 years Restructuring Plan with the aim of recovering the economic and financial break-even. The target was achieved in the Balance Sheet 2013. During the last 3 years he managed the Accounting, Financial, Controlling, Purchasing, Payroll and Legal Functions of the Company integrating them in a complex structure that permitted a strong cost cutting without losing any integrity of the global system.

In December 2013 the Teleperformance Group decided to appoint him also as CFO of the Grandi Numeri Research Group (the Company of the Teleperformance Group that makes marketing researches and innovative Analytics).

In 2006 he made the startup in Brazil of a Company of Contact Center with responsibilities on finance, administration, purchasing and real estate. When he left 4 years later, the Company had 75 M€ of revenues and around 8.000 employees.

Teleperformance Italia (www.teleperformance.com)



Teleperformance

Teleperformance Italia is the Italian branch of Teleperformance Group, the worldwide leader in multichannel customer experience with 3,23 billion \$ of revenues in 2013, presence in 46 Countries and around 150.000 employees.

Teleperformance Italia established operations in Rome in 2003. In less than 10 years has become the largest multinational contact center company in Italy, operating more than 2,200 workstations and 3,200 employees based in Rome and Taranto. Teleperformance Italia has a portfolio of over 30 Clients from various verticals (utilities, media, telco, insurance, banking, etc). The Company provides services of: Customer Care, BPO, Prospect Acquisition, Technical Support, Debt Collection, Chat monitoring and Social Media.