



PERTTU WILLMAN

BUSINESS IMPROVEMENT  
COMPETENCE MANAGEMENT  
AGREEMENT MANAGEMENT

## CONTACT

+358 40 533 4312  
PERTTU@WILLMAN.EU  
WWW.WILLMAN.EU

## SOCIAL MEDIA

LINKEDIN:

/IN/PERTTUWILLMAN

INSTAGRAM:

@COFFICTED | #COFFICTED

WWW.COFFICTED.NET



WWW.LINKEDIN.COM/IN/PERTTUWILLMAN/

## PROFILE

I am an experienced manager in organisation management, service management and lately vendor contract management, with solid track record. I have a clear, structural mind with a practical approach and drive to see things through to completion.

I do rely on working by values, both personally and in business. Rapidly changing business environment and challenges energize me, drive me towards agreed targets.

## KEY ACHIEVEMENTS

### BUSINESS IMPROVEMENT

1. Processes and tools development in global process environment Improvement projects having responsibility about budgeting, resourcing and project management and participation in large scale product development processes.

### COMPETENCE MANAGEMENT

1. Facilitating self-regulating parallel organisations to independently share best practices, documentation and projects. Direct effect on R&D milestones and Technical support KPI's.
2. Implementing coaching methodology to ensure competence transfer from seniors to juniors and horizontally across businesses and product lines.
3. Creating visibility about existing Care competencies and resources against portfolio roll-out projects world wide. Resulting successful portfolio roll-outs globally.

### AGREEMENT MANAGEMENT

1. Global budgeting and cost follow-up methodology creation for OEM software maintenance renewals. Annual savings 10-15% in software maintenance costs.
2. Creation of OEM software maintenance renewals process and cost management between large scale telecom company and 3rd parties. Budget scale tenths of millions Euros and tenths of vendors.

## SKILLS

- Business improvement
- Competence management
- Contract management
- Organisational management
- Cost management
- Change management
- Capability management
- International management

## LANGUAGE PROFICIENCY

- Finnish: native speaker
- English: good, primary business language
- Swedish: tolerable

## EDUCATION

VOCATIONAL QUALIFICATION IN BUSINESS AND ADMINISTRATION, IT  
COMMERCIAL COLLEGE, RIIHIMÄKI | 1987 - 1989



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## EMPLOYMENT HISTORY - RESPONSIBILITIES

### 2012 – 2017 TIETO FINLAND

2012 – 2017 Senior category manager | OEM cost manager | OEM product management (Continuation from previous position, as External)

**Responsible for:**

- Customer's largest (global) business unit's products' OEM Software support and maintenance renewal verification and costs when products in delivery, until end of life -phase. The portfolio consists of over 50 vendors with budget of tenths of Millions of Euros. Global networking position.
- Budgeting and cost management & function self-regulating lead. Supporting role in 3rd party contract negotiations..

**Achievements:**

- Budgeting and cost follow-up methodology and system creation. Remarkable savings in software maintenance costs (scale: MEUR).
- Successful transformation project of the function from R&D organisation to Global Customer Care Business Unit.
- Function competence and responsibility transformation to customer internal team at India. Full responsibility about competence transfer and later about mentoring the new team.

### 2001 – 2012 NOKIA OYJ, NOKIA NETWORKS

2007-2012 OEM SWM Cost Manager

- See above

2005-2007 Competence manager, Care

**Responsible for:**

- Business Unit Care competence management.

**Achievement:**

- Project to set up cross-organisational, self-regulating forums for motivating and inspiring role owners to share information and to process common improvement tasks. Remarkable savings in avoiding parallel tasks in organisations.

2001-2005 Technical support manager

**Responsible for:**

- Charging and Service Control product line's technical support.
- Participating in Global Care development within Networks/Core Networks.
- Line management responsibilities (up to 40 subordinates with various nationalities).

### 1997 – 2001 WM-DATA FACI OY

1997-2001 IT-manager

**Responsible for:**

- IT-systems of WM-data Faci -group.

**Achievements:**

- Technical project responsibility of the WM-data Focus Exhibition.
- Company IT Infra harmonisation project to reflect company sales portfolio related to major partners' systems.
- SAP project technical responsibility.