

FOUNDER / PRINCIPAL CONSULTANT, CONTACTCENTRESMART

Hilário Fiandeiro

Contact Centre Performance, Productivity & Customer Experience Specialist

Contact Centre Performance

Productivity & Cost Optimisation

Customer Experience

Operational Analytics

Lean Continuous Improvement



How I help clients

Hilário helps service-led organisations improve contact centre performance, productivity and customer experience without defaulting to more headcount or unnecessary technology spend. He combines operational analytics, costing, process improvement, customer insight and practical management disciplines to identify hidden waste, prioritise interventions and improve the economics and experience of customer operations.

Relevant sectors / geographies

Contact centres and customer-facing operations across financial services, pay-TV/media, healthcare and other service-led organisations.

Geographic footprint: South Africa, Europe, Middle East.

Selected experience / impact

- 25+ years industry experience.
- Designed financial costing and ROI models that helped customer-facing operations manage costs and performance more effectively.
- Developed a business expansion case that supported an organisation in securing board approval and funding.
- Interim-managed a CX Insights team and helped advance a Voice of the Customer framework used to identify customer journey improvements.
- Has conducted strategic and operational contact centre performance audits, outsourcing feasibility work, leadership workshops and customer service improvement programmes.

Credentials & affiliations

Founder / Principal Consultant, ContactCentreSmart. MBA, Heriot-Watt University Edinburgh Business School; BCom, University of the Witwatersrand; ICMI specialist contact centre studies. Current LinkedIn lists Lean Six Sigma Black Belt, Lean Six Sigma Green Belt and Lean Management and Manufacturing Expert credentials. Fellow, Chartered Institute of Customer Management.

- Six Sigma: Certified Lean Six Sigma Black Belt accredited from Six Sigma Academy Amsterdam (SSAA)

Current flagship clients / projects

- 21st Century Consultants

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