

25th European



SHARED SERVICES &
OUTSOURCING WEEK

19TH – 23RD MAY 2025 | ESTORIL CONGRESS CENTRE | LISBON, PORTUGAL

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VP & COO Global Finance Services, AstraZeneca

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SSOW2025 WORLD CLASS SHARED SERVICES & GBS SPEAKERS

Brand New Voices & Perspectives



Angela Mangiapane,
President,
Mars Global Services



Puneet Uppal,
Head of Global Business Operations,
Diageo



Rod Lindsay,
President, Nokia Business Services,
Nokia



Saskia Poelman,
SVP GBS,
adidas



Daniel Campanha,
FSS Global RTR Operations Director,
AbbVie



Michele Rochefort,
CEO,
AXA Global Business Services



Hannele Palje-Rossi,
Senior Vice President, Head of
Global Business Services,
Stora Enso



Etienne Huret,
CEO,
Natixis in Portugal



Tanuja Singi,
Vice President and Head of
Global Business Services,
McCormick & Company



Laurent Arnaudo,
SVP, Global Business Services Project,
Sodexo



James Thieriot,
VP, Global Business Services Project,
Sodexo



Erin Vincent,
Vice President, Global Business
Services (GBS),
Sonoco



Jan Mottl,
Asahi Business Services
Director - Finance,
Asahi Europe & International



Vanessa Rechter,
GBS Transformation Global Head,
Kerry



Akos Magyari,
Director Business Services,
Heineken International



Jana Skottova,
Senior Director Global
Shared Services,
eBay



Aneta van den Kieboom,
Senior Vice President, Head of
Global Shared Services,
RHI Magnesita



Ana Cambra,
Center Head NBS Lisbon,
Nestlé Business Services



Danuta Swieton,
VP, GBS Finance Services, Krakow
Centre Head,
Herbalife



Isabelle Isnard,
Head of HR and Communications,
AXA Global Business Services



Kerstin Bauer,
Senior Manager Indirect Tax
Accounting
eBay



Petter Frisell,
Head of Shared Services,
PPG Industries



Bjorn Dumortier,
Director Finance Operations,
Zalando



Nathaniel Eaton,
SVP Finance Operations,
Adecco Group



Jarek Wojnarowski,
VP, Global Business Services,
Pandora



Janelle Souza,
Director, Global Process Owner Record
to Report, Global Business Services,
Pandora



Pietro Binetti,
GSS EMEA-Americas Director,
Stanley Black & Decker



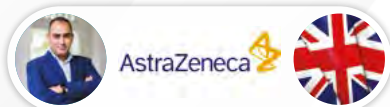
Marcin Debowski,
GBS Poland / EMEA Lead,
PPG



Mariano Andrade Gonzalez,
Director,
Johnson Matthey Global Solutions



Krzysiek Znaleziony,
Head of Digital Transformation,
Philip Morris International GBS



Saj Molaei,
Senior Finance Director -
Global Enabling Functions,
AstraZeneca



Arnaud Diaz,
GBS EMEA Regional Lead,
Zimmer Biomet



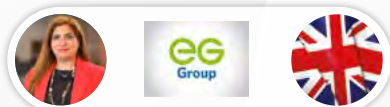
Veronika Gordejewa,
Project Manager,
Siemens



Yousaf Mian,
Director, Shared Services
Transformation Programme,
Mundipharma



Sanjeev Ravindranathan,
Vice President of Global Finance
Shared Services,
Harman International



Lubnah Alam,
Director of Finance Operations,
EG Group



Jonathan Chamberlain,
Head of Business Operations,
Nokia Business Services



Aaron Galloway,
Senior Manager, Finance
Business Integration,
Airbus



Priyambhu Arya,
CEO,
ArcelorMittal BCOE



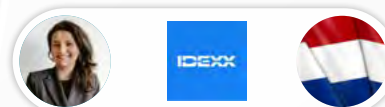
Anna Wijatkowska,
EMEA HR Service Delivery Associate
Director,
BD



Malgorzata Figaszewska,
Director Global Shared Service,
Franklin Templeton



Anna Poneta,
Head of Shared Service Center/
Managing director,
Eurofins



Yanina Ruskova,
GBS Head of Strategy, Process
and Reporting,
IDEXX



Sabine Knoers,
Head of People Services,
ING



Marc Braun,
Head of Operations,
Airbus Portugal



Liviu Rachisanu,
Head of Retail & Private Banking IT,
**Societe Generale Global
Solution Centre**



Timothee Raffour,
COO Financial Controller, Cloud
Network Services,
Nokia



Lizzy Bowling,
Executive Director, Head of Strategy and
Service Management Global Business Services,
Astellas Pharma Europe



Marcus Millership,
EVP, Enablement and Solutions,
Rolls-Royce



Asko Vainio,
Project Director, GBS Implementation
Fiskars Corporation



Joscha Gruseck,
Automation & Analytics Expert,
The Bosch Group



Ksenija Šetlerea,
Head of GBS Business Performance,
Boehringer Ingelheim



Bohumil Riha,
EMEA Procurement Regional
Delivery Lead,
J&J Global Services



Andrea Illes,
Global Head of People/ VP Business
HR - Cloud and Network Services,
Nokia



Katarzyna Zalewska,
Husqvarna Group Shared Service
Center Director,
Husqvarna Group

BACK BY POPULAR DEMAND

SSON Community Trailblazers & Advisory Board Members



Sumit Mitra,
CEO,
Tesco Global Business Solutions



Steve Rudderham,
Head of Global Business Services,
Carrier



Jackie Crockford,
VP Global Business Services,
AstraZeneca



Sandy Khanna,
Vice President Finance Operations,
Mars Global Services



Richard Williams,
Finance Strategic Initiatives,
Mars Global Services



Rajeev Mall,
Vice President - Mondelēz
Digital Services,
Mondelēz International



Deborah Kops,
Founder and Principal,
Sourcing Change



Jan Nikus,
Vice President, Head of KONE
Business Services,
KONE



Carlos Guimaraes,
VP GBS Operations,
adidas



Alexander von Thielmann,
SVP, O2C & CRM,
Siemens GBS



Mohit Bhatia,
Former SVP & Head of Maersk
Global Service Centres,
A.P. Moller - Maersk



John O'Shea,
Global General Manager,
Business Services,
Solvay



Frank Schüller,
Managing Director Global Service
Centre (GSC),
DHL Global Forwarding And Freight



Sebastian Frey,
Managing Director,
Kärcher Global Services



Lars Hölzer,
Head of Business Services & Digital,
Fresenius Kabi



Nicoleta Apetrei,
Chief of Staff of the CEO,
**Societe Generale Global Solution
Centre, in Romania**



Jay Desai,
Vice President, IT Infrastructure
& Operations,
JTI



Nigel Coffey,
Global Business Services Director,
IVC Evidensia



Michael van der Steen,
Operations & Insights Director,
BMI Group



Timo Romero Soria,
VP Business Analytics, Process
& Data Management,
**Deutsche Telekom Services
Europe SE**



Matthias Maschke,
Senior Vice President of Shared
Services Delivery,
**Deutsche Telekom Services
Europe SE**



Ana Ferrari,
Director Global Process
Order to Cash,
adidas



Salvatore Russo,
Head of Strategy,
AstraZeneca



Leigh Nicholson,
Strategy, Business Partnering, and
People Experience Lead,
Takeda Business Solutions (TBS)



Lukasz Wielochowski,
Head of Enterprise Solution
Hub in Poland,
Moderna



Chris Gunning,
Global Finance Operations,
Enablement Leader
Nielsen IQ



Emma Beaumont,
Head of GBS Change Management,
Engagement & Communications,
JTI



Robert Weltevreden,
Global Business Services Leader
& Advisor
Fresenius Kabi



Sebastian Schweitzer,
Head of GBS Process Transformation,
Fresenius Kabi



Florence Mui,
EVP, Head of Global Enterprise
Solutions (GES),
Merck KGaA



Michael van der Ploeg,
Vice President Global Business
Services and Corporate Controller,
Amway



Andras Kohl,
Head of Finance Business
Services - CE,
Tesco Business Solutions



Carol Roncagliolo,
Head of GBS Business
Support Operations,
KraftHeinz



Julie Ayres-Smith,
Global Process Owner
- Order to Cash,
Carrier



Jakub Wojdat,
Senior Director Finance / Global
Head of Finance Shared Services,
TE Connectivity



Margarida Sousa,
Director, Global Process Owner,
Quote to Cash,
Kantar Business Services



Tom Bangemann,
Head of Data, Development
& Research,
SSON Research & Analytics



"This is a terrific event to meet like-minded individuals in the GBS/Shared Services space. This includes vendors, participants and speakers. Every year I take away several golden nuggets to bring back to my organisation and team."

Director Shared Services, Equans UK & Ireland

DEDICATED PEOPLE & HR SOLUTIONS LEADERS



Allan Pearson,
HR Shared Services Lead, EMEA,
Lonza



Alexander Erfe Gasmena,
Senior Director, Global Human
Resource Services,
Equinix



Laura Pui Moldovan,
Director HR Operations,
adidas



Franziska Schneider,
Vice President | Global Head
HR People Services,
Infineon Technologies



Mariana Cervan,
Manager HR Global Service Portfolio
and Performance Mgmt. - People
Services Excellence,
Infineon Technologies



Matthew Doucette,
Director, Technical Recruitment,
Deliveroo



Pooja Mohan,
Global HR Director - RIB Software,
Schneider Electric
(Software Group)



Dominik Schoenherr,
Director Global HR Service
Management,
The Bosch Group



Tomasz Bortlitz,
Global Payroll Director, GBS
Warsaw Site Leader,
Boston Scientific



Berin Terzic,
Associate Director of Integrations,
Divestments and Restructuring,
Bristol Myers Squibb



Natalie Goffin,
Head of People Solutions,
Takeda Business Solutions (TBS)



Eva-Maria Nagel,
Vice President HR Operations
and Systems,
Festo



Giedre Belazariene,
Head of SSC Operations,
Festo



Davis Aguilar,
Head of Employee Experience,
Diageo



Mohit Behl,
HR Director - Global Shared Services
& Global Payroll,
Reckitt



Leonardo Marinelli,
Global Head of HR Services &
Solutions / HR Transformation Leader,
Clariant



Katarzyna Jarek-Utnicka,
Head of People & Culture,
HR, People & Culture,
Danish Crown



Pete Saunders,
Director of People Services, GBS,
Rolls-Royce



Humsha Ramgobin,
Group Chief Human
Resources Officer,
Mediclinic

"It's a no-brainer... I don't think you'll find a comparative event with the type of content and the type of attendees, full stop."

Director, Global HR Services and Operations, Cabot Corporation

DEDICATED GPO & PROCESS LEADERS



Nick Ward-Hunt,
Head of Clinical Research Group
Finance Shared Services,
GBS Shared Services,
Thermo Fisher Scientific



Pieter de Bruijn,
VP Accounting EMEA,
Digital Realty



Christian Mroz,
Global Process Owner Rtr,
Amway



Tuula Tuononen,
Global Process Owner,
Procurement Excellence,
Konecranes



Mauro Portela,
One Danone Business Services,
Danone



Rafał Duda,
Director, Global Process Owner O2C,
Smith & Nephew



Roxana Cucu,
Global Process Owner Collections &
Customer Experience,
Global Services,
Meta



Annamaria Bella,
GPO,
MOL Group



Rachel Oosterwijk,
Head of GBS Service
Management and O2C GPO,
SWAROVSKI



Dennis Mallon,
Head of Record to Report (R2R),
Zalando SE



Adam Mroczkowski,
Purchase to Pay, Global
Process Owner,
Rockwell Automation



Iulia Kiss,
Global Business Process Owner
Source to Pay,
Ipsen



Aleksandra Brzeska,
R2R Global Process Owner at Global
HQ,
ISS



Samir Kazi,
Head of Transformation &
Transitions | Global Process Owner -
Source to Pay,
Clariant



Meena Saggarr,
Director Process Excellence, Global
Process Owner, R2C,
IHG Hotels & Resorts



Gabriela Stanakova,
Sr Director, GBS Global Source-To-Pay
(STP) Global Operations,
Kimberly-Clark



Marta Jakubiak,
Global Process Manager, RTR
Intercompany,
Stanley Black & Decker, Inc.



Corina Palade,
Global AR Manager, Europe
Lead, O2C,
DXC Technology

"It was a well-organised, high-quality event featuring many excellent speakers, attended by hundreds of Global Business Services (GBS) leaders from some of the most impressive companies on the planet."

MD Workforce, ADEC

WORLD-CLASS GBS SOLUTION PROVIDERS, PARTNERS & THOUGHT LEADERS



Maria Saggese,
GBS Solution Lead Partner
Global & EMEA,
EY



Niklas Oldiges,
Finance & GBS Practice Lead Partner
Europe West,
EY



Dan French,
CEO,
Consider Solutions



Shak Akhtar,
Executive Director, EMEA
Finance Transformation,
Redwood



Santosh Unni,
AVP and Head of Digital
Transformation & AI - EMEA
and APAC,
Infosys



Nathanael L'Heureux,
Chief Solutions Ambassador,
Oversight



Rohitashwa Aggarwal,
Partner,
Everest Group



Abhishek Sharma,
Managing Partner,
Everest Group



Marko Kling,
Vice President, Solution Architecture,
Serrala



Phil Bailey,
Product Manager - Interoperability
and Networks,
Pagero (Part of Thomson Reuters)



Alexis Van Audenhove,
Vice President EMEA,
HighRadius



Markus Hübl,
CEO,
Springtime



Jon Craven,
VP of Sales,
AICO



Grzegorz Ruzsala,
Senior Manager / Senior Consultant,
Adaptive Solutions & Advisory Group



Krystian Bestry,
President & CEO,
Adaptive Solutions & Advisory Group



Priyanka Grover,
Director - Commercialization and
GTM Strategy,
FIS Automated Finance



John Kidd,
CTO and EVP of Data Strategy
and IT Innovation,
FlexTecs



James Sly,
President,
PRGX



Josh May,
Partner Enablement Director,
Blackline



Christopher von Walzel,
Senior Account Director,
AICO



Jean-Claude Charpenet,
Vice President of Sales Europe,
SideTrade