ANDI LANI



AI Strategy & Transformation · Senior Global Performance Strategist, On Running · Founder, FQ Central

Zurich area, Switzerland
Greek (EU citizen) and Albanian, dual national · Swiss B permit (eligible to work in Switzerland)
Languages: English (native), Greek (native), Albanian (native)
Available from December 2026

Built the AI function at Teleperformance Greece as its first hire, led AI across six functions with a team of 15 to 20 and ran it as Acting AI Director. Now own the performance strategy for On Running's global customer service vendors, and wrote its AI strategy for customer service. Eleven years in customer service operations and quality.

11 yrs
Customer service operations and quality

6
Functions led on AI, from operations to procurement

15
Global brands served, Google to Miele

KEY ACHIEVEMENTS

Created and presented the AI enablement workflow for PMI at global level, and initiated Teleperformance Romania's first AI enablement with its CEO.

Designed and led the Innovation Lounge for Teleperformance Greece, the company-wide client portfolio management floor.

Conversational AI for Dyson, and conversational analytics for STIHL and other clients.

First standardised KPI and ROI measurement for AI investment at Teleperformance; designed the root-cause analysis tool, which cut resolution time 32% and repeat incidents 41%.

EXPERIENCE

2025

SENIOR GLOBAL PERFORMANCE STRATEGIST

On AG (On Running), Zurich, Switzerland (hybrid)
October 2025 to November 2026

- Wrote the AI strategy for Happiness Delivery, On's customer service organisation, and took it through with the leadership team.
- Own the performance strategy for On's global customer service vendors: targets, governance and improvement roadmaps.
- Built the ROI model On's AI Enablement team uses to judge AI investments, and wrote the business cases for the knowledge base and the translation tool.

2016

TELEPERFORMANCE GREECE

Teleperformance Hellas S.A., Athens, Greece
2016 to September 2025

Acting AI Director	July 2025 to September 2025
AI Manager	October 2023 to September 2025
Senior QA Manager & Lead Digital Solution Architect	October 2022 to September 2023
Senior Quality Assurance Manager	April 2022 to September 2022
QA Manager	January 2022 to March 2022
Senior QA Coordinator	2019 to 2021
QA Coordinator, Senior Operations Supervisor, Customer Service Specialist	2016 to 2018

Clients: Google, Netflix, Epic Games, Disney, Pandora, Miele, STIHL, JTI, PMI, Dyson, Avis, Zenith, DEH, FreeNow, bol.com.

- As AI Manager (October 2023 to September 2025): set up the AI function as the first hire and led a team of 15 to 20 across Operations, Quality, BI, workforce management, Finance and Procurement. In the final three months, acted as AI Director, owning the AI function end to end.
- Commercial AI: pitched and built AI solutions for clients, including the full Romania solution portfolio; created the Innovation Lounge as a sales tool for commercial AI.
- Took conversational AI into production: Microsoft Copilot Studio knowledge-base bots and conversational analytics (CallMiner).
- Designed the root-cause analysis tool (2024): issue resolution time down 32%, repeat incidents down 41%.
- Knowledge platform rollout across five functions: resource utilisation up 29%, first-call resolution up 17%.
- As Senior QA Manager & Lead Digital Solution Architect: led digital solution initiatives across Quality, BI, Operations, Finance and Procurement; business-side product and project manager for the hybrid knowledge base and the translation tool (managed through its full lifecycle), working with solution designers and developers from requirements to rollout and adoption; and product and project manager for conversational analytics for STIHL and other clients.
- As QA Manager (January to March 2022): led a multilingual team of 32 quality specialists on the Miele account; within six months the account won European recognition for the fastest growing NPS.

2023

FOUNDER

FQ Central, Zurich, Switzerland and Greece (in parallel)

2023 to 2026

- Founded FQ Central, an AI quality management company, and owned product design and product management.
- Led the build of REVEAL, our conversational analytics and conversational AI engine for contact centres.
- Led the AI compliance work, designing the engine with the EU AI Act in mind from day one.

CERTIFICATIONS

Standards, working knowledge: ISO 9001 (Quality Management) · ISO 27001 (Information Security)

ISO 42001 (AI Management Systems): certified 2026

COPC: CX Standard (CSP) · Lean Six Sigma · Best Practices for VMOs

Six Sigma: Lean Six Sigma Black Belt (Council for Six Sigma Certification, 2026) · Green Belt (COPC) · Yellow Belt (COPC)

EU AI Act: Executive Awareness (Veritome, Nov 2026) · AI Act Fundamentals (Regulation AI, Nov 2026)

Elements of AI: University of Helsinki (2026)

EDUCATION

Global Executive MBA with Artificial Intelligence, University of Hertfordshire, UK, in progress

B.S. Business Administration, University of the People (from November 2026)

Bachelor in Music Engineering, AKMH (2008-2013)

Data Science Programme, Reatcode-Workearly

Mini-MBA (2025)

SKILLS

AI strategy & operating model design · Conversational AI: agents, chatbots and voice bots · Agentic workflows and multi-agent orchestration · AI governance (EU AI Act) · Quality management systems (ISO 9001) · Six Sigma Black Belt: leading data-driven process improvement (DMAIC) · ROI modelling & business cases · Cost-to-serve and unit economics · Budget, reforecast and short-term planning cycles

TOOLS

Agentic coding tools (Claude Code, Cursor, Antigravity), LLM platforms (Claude, GPT, Gemini), Local model deployment (Ollama, open-weight LLMs), RAG and Model Context Protocol (MCP), Agent orchestration and flow design, BI and reporting (Power BI, Tableau, QlikView, Looker Studio)