

Francesca Balzi

Nata a Marino, 10/11/1973

Senior Customer Support Manager presso HCL Software

In breve:

Sono una Senior Customer Support Manager presso HCL Software, con oltre 30 anni di esperienza nel supporto software in contesti multinazionali, di cui 22 maturati presso IBM Italia. Nel corso della mia carriera ho sviluppato solide competenze nella gestione di team internazionali, nel miglioramento della customer experience e nell'ottimizzazione dei processi di supporto tecnico.

Mi contraddistinguono un forte orientamento al cliente, capacità di leadership e un approccio strutturato alla risoluzione dei problemi, maturati lavorando in ambienti complessi e multiculturali. Sono abituata a operare con elevati standard qualitativi, guidando i team verso il raggiungimento degli obiettivi e il miglioramento continuo delle performance.

Professional Profile (in short)

Senior Customer Support Manager - HCLSoftware



I am a highly organized and motivated professional with nearly **three decades of experience** managing high-stakes, customer-facing roles within the IBM and HCL ecosystems. My career is defined by a consistent ability to build rapid trust, lead with empathy, and transform complex challenges into growth opportunities.

- **Leadership & Trust:** Proven track record of reliability and establishing long-term professional relationships.
- **Adaptability:** A veteran of industry shifts, approaching change with enthusiasm and a "growth mindset."
- **Operational Excellence:** Expert at balancing rigorous organizational demands with high-level strategic goals.

Driven by a passion for excellence and a strong will, I excel at managing multifaceted responsibilities, successfully bridging the gap between professional leadership and personal commitment.

Beyond the boardroom, I am a firm believer in the power of balance. As a professional and a mother, I lead with empathy and determination, proving that high-level career goals and personal commitments

don't just coexist, they fuel each other. I am energized by sport, global travel, and the unique challenges of working across different cultures. I'm always looking to connect with like-minded professionals who value integrity, excellence, and the courage to embrace new opportunities.

Language: Italian, native language - English, full professional proficiency

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