

Andrés Piderit

VP, Rogers Customer Care
Rogers Communications Inc.

As Vice-President of Rogers Customer Care, Andrés leads the Customer Care organization for the consumer segment. He leads 5500 employees and partners in multiple sites coast to coast across Canada. His scope includes servicing Rogers customers across voice and digitally assisted channels.

In his previous role at Rogers, as Vice-President of End-to-End Customer Operations, he has led portfolios that simplify complex operating environments, streamline go-to-market activities and improve the customer experience. He has also held responsibilities managing revenue as well as billing & payment portfolios.

Andrés is currently the executive co-sponsor of the Rogers director leadership development program and also co-chairs and represents Rogers at the C5 Cable Center Executive Forum for North America.

Prior to Rogers, Andrés worked in management consulting, specializing in field operations, performance management and deployment of large billing, CRM and provisioning systems throughout North America and Europe.

Andrés is also the founder of a hi-tech venture focused on leveraging 3D gaming technologies to deliver immersive learning experiences to large workforces.

Andrés graduated as an Industrial Engineer from Universidad de Chile in Santiago, Chile. He holds both a Master in Business Administration (MBA) and a Master in Industrial Engineering & Information Systems from Rensselaer Polytechnic Institute in Troy, New York state. Andres also holds partial studies in Adult Education from the University of Toronto and is well versed in process improvement and Six Sigma.