

Curriculum Vitae



Gerhard Mack

Chief Commercial Operations Officer



Gerhard Mack (born 1968) has been Chief Commercial Operations Officer at Vodafone Germany since 1 April 2016. He is in charge of the customer experience and customer service of consumers (mobile, DSL and cable) and enterprise customers across all segments. He is also responsible for Digital Transformation, Customer Accounting, Risk Management and Telemarketing Functions at Vodafone Germany.

In April 2014 Gerhard Mack was appointed to the position of Chief Operating Officer (COO) and the Management Board of Kabel Deutschland Holding AG. Prior to that he held various positions at Kabel Deutschland after joining the company in 2006, including the function of Senior Vice President Technical Operations from 2007 onwards. Before moving to Kabel Deutschland he was General Manager of the Optical Networks Division at Alcatel SEL AG in Stuttgart, a company he joined in 1992, with responsibility for Alcatel's optical transmission business in Germany and Eastern Europe. Under his leadership Alcatel advanced to market leader in these countries. Mack has a bachelor degree in telecommunication engineering and an Alcatel-specific MBO from EM Lyon and the London Business School.