

# Dirk Muster

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## Chief Operating Officer Europe

International Executive Manager with extensive project management, software development and implementation, operations, sales, customer care, and service business experience in leading companies of IT-industry. Drove successfully a corporate transformation by expanding strategic business units and implementing an operational excellence program. Wide knowledge of performance metrics, decision making based on data and process improvements with significant increase in earnings and profitability. Extremely dynamic and focused working methods in day-to-day business as well as hands on mentality and assertiveness in achieving the company's goals. Strong interpersonal and relationship-building skills.

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### Strengths

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|------------------------|----------------------|----------------------|---------------------------|
| + Strategic Management | + Data Analytics/KPI | + ITIL-Control       | + Focused on Improvements |
| + Sales & Marketing    | + SaaS               | + Cost Reduction     | + High Flexibility        |
| + B2B-Distribution     | + Mobile Computing   | + Customer focused   | + Negotiation Skills      |
| + Process Optimization | + IT-Consulting      | + Strategic Planning | + Highly Process Driven   |

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### Professional Experience

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**Company** – City, Germany

**2010 – present**

*Global IT service and managed cloud provider with around 1,500 employees*

**CHIEF OPERATING OFFICER EUROPE (COO EUROPE)** | 09/2017 – today

Held leadership role with responsibility for Europe-wide managed service business with a turnover volume of around EUR 55 million p.a., leading a business team of about 200 engaged employees at three locations in Germany and Slovakia, managed operational tasks. Member of Executive Board, participation in M&A activities, Prokura

- Implemented a "Focus on Operational Excellence"-program (FOE) that included introduction and managing of OEC-teams as well as definition and controlling of an ITIL-process 'Incident Management' with focus on change management, introduced release management
- Drove a reduction of customer escalations by more than 70% and system failures by more than 80%
- Improved team cooperation and reduced internal escalations as well as ensured a low employee turnover in the course of the takeover with <8% p.a. below the market comparison
- Achieved an annual increase in profitability (10%) through strategic and operational development of Europe-wide managed service business, increased profit by expanding product/service portfolio and customer base
- Increased customer satisfaction by ensuring efficient and time-saving implementation of customer requirements, ensured high service quality, optimal workflow and rapid responsiveness

**DIRECTOR KEY ACCOUNT MANAGEMENT** | 07/2014 – 08/2017

Spearheaded and developed key accounts including expansion of customer base in "Manufacturing Industry", leading a team of engagement managers to support existing customers, responsibility for income and conversion (> EUR 10 million)

- Drove a 20% increase in sales targets in 2015 by realizing up- and cross-selling potentials for existing customers and continued growth strategy in subsequent years
- Ensured a first-class customer service model with provision of contractually agreed services to the customer

**DIRECTOR AREA SALES EUROPE** | 04/2011 – 06/2014

Developed and implemented a sustainable sales strategy for the European market

- Expanded Freudenberg IT's market position in Europe and secured the respective order intake targets for new customer business of more than EUR 20 million with sales increases in 2011 to 2014

- Managed expansion of Europe-wide sales activities and implemented strategic market observations and analytical evaluations
- Developed necessary sales measures for new customer acquisition

#### ACCOUNT MANAGER CONSULTING SALES | 10/2010 – 03/2011

Build up and enhanced sales of complex IT solutions based on Freudenberg IT Consulting portfolio including planning, forecasting and completion of projects in SAP consulting business

**Deutschland GmbH – Munich**

**10/1999 – 09/2010**

*Leading U.S. software and hardware manufacturing company headquartered in Austin, Texas*

#### CLIENT EXECUTIVE | 06/2009 – 09/2010

Implemented and expanded strategic business segment "Consulting Sales" for Oracle Applications with intensive strengthening of market position, developed sales organization as well as customer support, achieved higher customer satisfaction

#### SENIOR MANAGER CONSULTING SALES | 06/2007 – 05/2009

Managed "Consulting Sales" department in Germany and Switzerland, including establishment of a consulting sales organization with the acquisition of new customers for ERP I Leading a team of 5 salespeople and a business development manager

#### BUSINESS DEVELOPMENT MANAGER ORACLE CONSULTING | 06/2005 – 05/2007

Developed the consulting business for customers from the discrete manufacturing segment in the Western region of Germany, expanded and improved customer base and customer management

#### CLIENT MANAGER ORACLE CONSULTING | 05/2002 – 05/2005

Managed consulting business for Oracle portfolio with responsibility for RWE, Toshiba, E.ON, Wincor Nixdorf, Gauselmann

#### BUSINESS DEVELOPMENT MANAGER ORACLE CONSULTING | 02/2001 – 04/2002

Developed the consulting business for customers from the discrete manufacturing segment in the Western region of Germany, expanded customer base, improved customer management, qualified customer requirements and developed a solution design

#### GROUP LEADER ORACLE MANUFACTURING | 10/1999 – 01/2001

Orchestrated and managed "Supply Chain and Manufacturing" for the regions Düsseldorf, Frankfurt, optimized and controlled implementation projects of ORACLE eBusiness – Applications Suite, leading of six employees, staff development, offer management, escalation management

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### Education

Computer Science studies and business administration - Technical University  
Microsoft Certified Professional for Windows NT Server and Workstation

Languages: German, English

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### Trainings

Führungskräfteentwicklungsprogramm  
Winning Complex Sales – Winning Solution Sales  
Oracle eXite – Opportunity Management Workshop (InfoMentis) – SPIN Sales Training, SPIN Refresher (Hutwaith)  
Successful Negotiation – MOCB (Managing Oracle Consulting Business in EMEA)