

CORE COMPETENCIES

- Proven Negotiation Success
- Import & Export Expertise
- Strong Leadership Abilities
- Contract Negotiation
- Comprehensive Knowledge of International Supply Chain & Logistics
- Hands-On Approach
- Effective Communication at All Levels

EDUCATION

OCTOBER 2008 - JUNE 2013 B.A. IN INTERNATIONAL MANAGEMENT

UNIVERSITY OF APPLIED SCIENCES
BREMERHAVEN, GERMANY

AUGUST 2009 - JANUARY 2010

University Semester Abroad
California State University,
Fullerton, USA

CERTIFICATES

- Six Sigma Green Belt Certification
Six Sigma Online (SSO) (2024)
- Sales Professional Certification
IAM Learning (2020)
- SAP ERP PLM400 Quality and Process Management (2014)
- SAP ERP SCM Materials Logistics and Order Acknowledgement (2014)
- Project Management
including MS Project (2014)
- Quality Management
including TUEV Certification (2014)
- Sales & Marketing Certification
SAP / DateUpGmbH Hamburg (2014)

CORE QUALIFICATIONS

A bilingual international client management professional with a decade of experience and certifications in Six Sigma, sales, and SAP. Proven expertise in building strong client relationships, understanding customer needs, and driving company growth. Achieved a 98% customer satisfaction rate in the current role through effective account management.

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

MARCH 2017 - MAY 2024

SENIOR KEY ACCOUNT / BUSINESS DEVELOPMENT MANAGER, BRAUNS INTERNATIONAL USA | STERLING, VA

- Sustained a steady 15% growth over the last three years across the main accounts
- Increased sales revenue by 37%, securing approximately \$300k from global accounts through self-generated cold leads, emphasizing relationship building and upselling
- Gained \$2M in new business over 2 years by re-engaging old prospects
- Elevated customer product adoption rates by 27% through innovative engagement initiatives, consistently exceeding quota attainment by 6% each year since 2022

FEBRUARY 2015 - FEBRUARY 2017

CHIEF OPERATIONS MANAGER

BRAUNS INTERNATIONAL USA | STERLING, VA

- Improved warehouse management by implementing new processes, leading to a 13% cost reduction within a year while maintaining high product availability.
- Supervised a team of seven employees, overseeing both office and warehouse operations
- Possessed strong proficiency in planning and executing logistics strategies to ensure timely and cost-effective movements of goods
- Ensured compliance with customs, import/export regulations, and other relevant laws, Identifying inefficiencies and implementing process improvements to enhance operational effectiveness

LANGUAGES

German

Native

English

Native or Bilingual Proficiency

Spanish

Limited Working

French

Elementary

TOOLS AND SOFTWARE

- IBM Lotus Notes
- MS Office Suits & Teams
- Miller Heisman Sales Methodology

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

JUNE 2014 - JANUARY 2015

ACCOUNT MANAGER

BRAUNS INTERNATIONAL GMBH | BREMERHAVEN, GERMANY

- Built lasting corporate relationships for global expansion and negotiated contracts, resulting in a 12% increase in market share within six months
- Increased YoY sales by 15% in Southern Germany by identifying new clients and upselling services to existing client base
- Secured contract renewal from an existing client with €1M in annual revenue

DECEMBER 2013 - MAY 2014

QUALITY MANAGEMENT REPRESENTATIVE

BRAUNS INTERNATIONAL GMBH | BREMERHAVEN, GERMANY

- Implementation of quality control processes in accordance with DIN EN ISO 9001:2008
- Management of formal internal and external audits.
- Conducted on-site service quality control, monitored, and analyzed customer feedback and complaints to identify areas to improvement

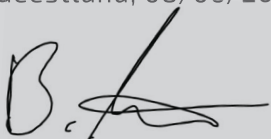
JUNE 2013 - NOVEMBER 2013

ASSISTANT PROCUREMENT MANAGER

BRAUNS INTERNATIONAL GMBH | BREMERHAVEN, GERMANY

- Identified and evaluated potential suppliers, assisted in negotiating contracts, and establishing strong relationships with vendors while considering quality, costs and delivery requirements
- Managed cost analysis and market research to identify opportunities for cost savings and process improvements
- Maintained accurate and organized procurement records, including contracts, purchase orders and supplier information

Geestland, 08/06/2024



Bjoern Meier