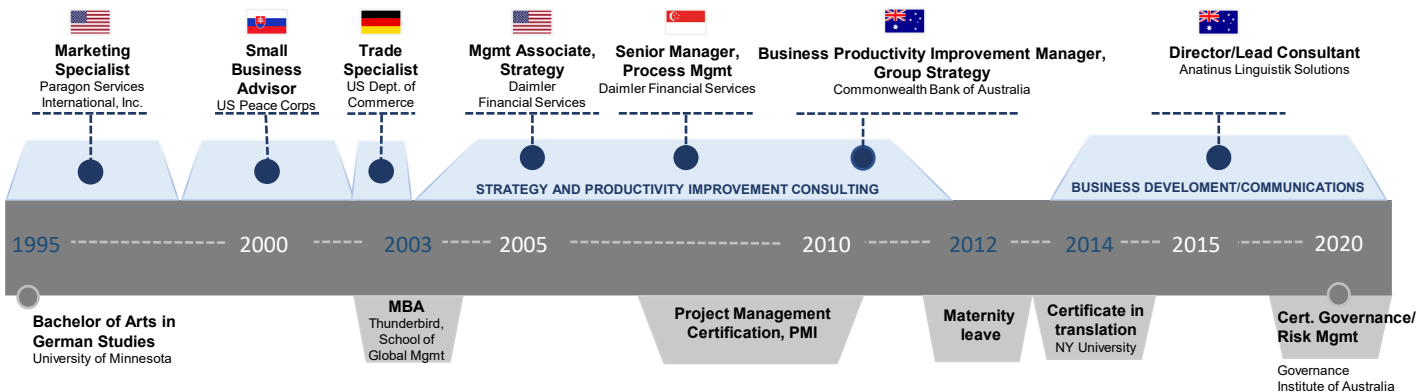


PROFESSIONAL NARRATIVE

I put passion into everything I do in life to deliver the best possible results in my professional career and personal life. I execute with enthusiasm and dedication leveraging my global experience in strategy, business process transformation and change, and inter-cultural communications. My engaging people and stakeholder management skills allow me to build excellent rapport and relationships on all levels of an organization.

PROFESSIONAL SUMMARY - TIMELINE



PROFESSIONAL PROFILE

EXCELLENT BUSINESS STRATEGIST AND CHANGE AGENT WITH CAN-DO ATTITUDE

Pro-active business strategist and change agent with a practical can-do attitude to meet business goals and clients' needs across varying markets on time. Challenges the status quo to create additional value resulting in client and stakeholder satisfaction.

CONTINUOUS IMPROVEMENT EXPERT

Engaging senior manager of strategic and continuous improvement projects delivering effective processes and methods to drive business productivity and growth, locally as well as in global markets.

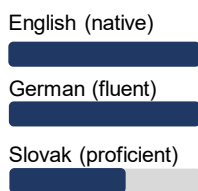
STAKEHOLDER AND RELATIONSHIP MANAGER

Ability to build excellent rapport on all levels by combining emotional intelligence, business expertise, process transparency and a focus on delivery with a high degree of personal accountability.

INTER-CULTURAL COMMUNICATIONS FACILITATOR

Extensive expertise in inter-cultural communications and facilitation bridging gaps created by language barriers and varying cultural approaches.

LANGUAGES



GLOBAL MARKETS EXPERIENCE



AFFILIATIONS



PERSONAL INTERESTS



LinkedIn profile scan code



PROFESSIONAL EXPERIENCE (1/2)

2014 - 2019

DIRECTOR/LEAD CONSULTANT
ANATINUS LINGUISTIK SOLUTIONS



Key Achievements:

- Founder and business development of global communications services company working with key clients in Germany and Switzerland
- Enabled inter-cultural communication through language transfer of crucial corporate communications including annual financial statements, internal corporate communications, M&A communications and press releases

2009 - 2013

MANAGER BUSINESS PRODUCTIVITY IMPROVEMENT, GROUP STRATEGY
COMMONWEALTH BANK OF AUSTRALIA



Key Achievements:

- Delivered process excellence (Lean/Kaizen) and change management (ADKAR) methods through workshop facilitation that enabled business adoption of business process management and service oriented architecture
- Trained and coached retail operations business domains including Personal Overdrafts on adoption of BPM methodology to drive process understanding, continuous process improvement and process automation and optimization. Business gained increased application approval rates and increased business insights through improved process reporting

2003 - 2009

SENIOR MANAGER AFRICA, ASIA PACIFIC REGIONAL PROCESS MANAGEMENT
DAIMLER FINANCIAL SERVICES, SINGAPORE (2005 - 2009)

MANAGEMENT ASSOCIATE, STRATEGY
DAIMLER FINANCIAL SERVICES, MICHIGAN (2003 - 2005)

Key Achievements:

- Led a team of 12 process management professionals across the Africa, Asia Pacific region in process improvement initiatives, benchmarking and best practice sharing
- Developed strategic processes and methods for value proposition identification and regional business development for 12 companies in the Africa, Asia Pacific region
- Implemented regional and local company Balanced Scorecards and ensured alignment with global scorecards to direct strategy of the local business and region as a whole
- Led a feasibility study on outsourcing back office financial service processes to India including facilitating workshops in India with prospective outsourcing companies such as Infosys and Tata Consultancy Services
- Created a business model to assess credit risk and profitability of self-finance product and launched product pilot in South Africa
- Outlined a performance improvement program with potential of an 8-10 million USD impact and cost analysis for auctions to show a potential savings opportunity of up to 6 million USD within Mercedes Benz Credit U.S. in conjunction with consultancy firm McKinsey & Company
- Identified barriers to full implementation of automation in the discounting process at Chrysler Financial business centers and identified potential resource reallocation based on efficiencies attainable through automation

DAIMLER
Daimler Financial Services



DAIMLERCHRYSLER



PROFESSIONAL EXPERIENCE (2/2)

2002



TRADE SPECIALIST, COMMERCIAL SERVICE

UNITED STATES DEPARTMENT OF COMMERCE, GERMANY

Key Achievements:

- Administered programs strategically locating potential German distributors for American products
- Counseled German and U.S. firms on trade information inquires

1998 - 2001



SMALL BUSINESS ADVISOR

UNITED STATES PEACE CORPS, SLOVAKIA

Key Achievements:

- Developed and led training sessions for Peace Corps Small Business Development Consultants on needs assessment, project design and management, fundraising and grant writing
- Designed cause-related marketing proposals for cooperation between businesses and third sector organizations – e.g. financial literacy program for secondary-aged school children – cooperation between Citigroup and Children of Slovakia Foundation
- Co-authored successful proposals for building endowment and organizational funds: 3 million USD over three years in trust funds for three major Slovak Foundations from consortium of international foundations: Rockefeller, Mott, Soros, Ford and German Marshall Fund, 100,000 USD for CSF endowment from Rockefeller Brothers Fund
- Taught English language and conversation to secondary-aged students

1996 - 1998



MARKETING SPECIALIST, CLIENT SERVICES

PARAGON SERVICES INTERNATIONAL, INC., MINNESOTA

Key Achievements:

- Trained and developed agents and customers in telecommunications products
- Managed agent requests for product sales in Europe, Central Asia, Central America, Africa, Middle East



PROFESSIONAL QUALIFICATIONS

2020

CERTIFICATE GOVERNANCE & RISK MGMT.

GOVERNANCE INSTITUTE OF AUSTRALIA

2015

CERTIFICATE IN GERMAN TO ENGLISH TRANSLATION

NEW YORK UNIVERSITY

2006 - 2010

PROJECT MANAGEMENT PROFESSIONAL CERTIFICATION

PROJECT MANAGEMENT INSTITUTE

2001 - 2003

MASTER OF BUSINESS ADMINISTRATION IN INTERNATIONAL MANAGEMENT

THUNDERBIRD, SCHOOL OF GLOBAL MANAGEMENT

- Member: Beta Gamma Sigma – Honor Society of business programs accredited by AACSB International
- Recipient: Joan and David Lincoln Global Ethics & Corporate Social Responsibility Scholarship

1993 - 1995

BACHELOR OF ARTS IN GERMAN STUDIES

UNIVERSITY OF MINNESOTA