

Professional Experience

09/2023 – today

Head of Business Development / Partnership

Twilio – Artificial Intelligence / Voicebots / Telecommunication

- Strategic Planning: Develop and implement long-term business development strategies to drive growth in the AI-Voicebots and telecommunication sector.
- Market Research and Analysis: Conduct thorough market research to identify emerging trends, customer needs, and potential opportunities for AI-Voicebot solutions.
- Partnership Development: Establish and nurture strategic partnerships with key stakeholders, including technology partners, clients, and industry leaders, to expand Twilio's market presence.
- Sales Leadership: Lead the sales team, setting targets, providing guidance, and motivating them to achieve and exceed sales goals for AI-Voicebot products and services.
- Client Acquisition and Retention: Develop and execute strategies to acquire new clients and retain existing ones, focusing on delivering exceptional value and building long-term relationships.
- Team Development: Mentor and develop the business development team, fostering a culture of innovation, collaboration, and continuous improvement to achieve business objectives.

01/2022 – 09/2023

Business Development Manager DACH

www.Zigzag.global – ZigZag Deutschland GmbH

- Platform Overview: ZigZag Global is a software solution that helps (ecommerce) retailers manage returns domestically and globally. The ZigZag platform connects major retailers to a global network of over 220 warehouses and more than 1000+ carrier services in over 130 countries.
- Team Leadership: Led and built up a team of 17 employees, fostering a collaborative and high-performance work environment.
- Client Engagement: Personal meetings with clients inside the ZigZag warehouse in Ratingen (Germany), strengthening client relationships
- Marketing and Sales: Developed and executed targeted marketing and sales strategies to drive brand awareness and revenue growth in the DACH region
- Supplier and Partner Cooperation: Established and maintained partnerships with new suppliers, agencies, and logistic companies to expand service offerings and improve operational efficiency.
- Contract Acquisition: Successfully signed contracts with major brands such as Superdry, Asos, Boohoo, Bally, Elvent, Swarovski, kik, Betty Barclay Group, and Inditex Group (Zara), significantly increasing the client portfolio.
- Innovation Initiatives: Led initiatives to innovate and improve the returns management process, leveraging technology to enhance efficiency and customer experience.

06/2021 – 12/2021

Business Development Manager Europe

www.beluga-auctions.com – Buybay B.V.

- Platform Overview: A transparent and open B2B marketplace for returned products and overstock, connecting retailers, distributors, brands, and producers with a European network to make the returns industry more sustainable.
- Market Introduction: Successfully introduced www.beluga-auctions.com to the European Wholesale market, expanding the platform's presence and user base.
- Client Engagement: Conducted personal meetings with clients inside the Buybay B.V. warehouse, fostering strong relationships and enhancing customer trust.
- Marketing and Sales: Developed and executed marketing and sales strategies to increase platform visibility and drive sales growth.
- Supplier Cooperation: Established and maintained cooperative relationships with new suppliers, ensuring a steady and diverse inventory of products.
- Growth Strategy: Identified and pursued new business opportunities to drive platform growth and revenue.
- Event Participation: Represented the company at industry events, trade shows, and conferences, building the brand's reputation and networking with key stakeholders.
- Project Management: Led various projects aimed at improving platform functionality and user experience, collaborating with cross-functional teams to achieve objectives.
- Sustainability Initiatives: Promoted sustainability initiatives within the returns industry, highlighting the environmental benefits of the platform to stakeholders.
- Performance Reporting: Prepared detailed reports on business development activities, presenting insights and recommendations to senior management.

04/2019 – 06/2021

Partner

[Snapfish](#) - Fashion & product pictures

- Lead Generation: Generated leads and conducted cold calling to prospective customers, expanding client base.
- Market Development: Developed opportunities in target markets with the support of marketing initiatives.
- Relationship Management: Nurtured and developed relationships with key customer accounts, ensuring high customer satisfaction and retention.
- Strategic Planning: Developed and implemented strategic plans to drive business growth and market penetration.
- Product Development: Collaborated with the product development team to align offerings with market demands and client needs.
- Networking: Established a robust network of industry contacts, facilitating partnerships and collaborations.

01/2018 – 03/2019

Business Development Manager Europe

www.flixstock.com – AI technology company

- Augmented reality - Flixstock provides technology and services to streamline the process of shooting On-Model e-commerce imagery for the fashion and apparel industry
- Introduction of AI based technology to the European (fashion) industry

01/2015 – 06/2021

Managing Director

[pattydoo GmbH](#)

- Managing Director of the pattydoo GmbH – fast expanding B2C Shop for EOL-products, overstock, liquidations etc.
- 50k+ customers (DACH region)
- Responsible for all financial projects and investments
- Leading a Team with 18 employees
- Activities: E-Commerce optimization, CRM, Marketing Automation, Software Development, ERP, Usability

01/2015 – 06/2021

Head of Sales

[Medion](#)

- Buying and selling of liquidations, overproduction, bankrupt stock, discounted lines or clearance goods

07/2008 – 06/2021

Managing Director

[Vitol](#)

Vitol. Global trading company

- Buying and selling of liquidations, overproduction, bankrupt stock, discounted lines or clearance goods
- Consultation of companies regarding a worldwide product search according to the requirements and specifications
- Connection of manufacturers, service providers, distributors and potential buyers
- Organization of import / export processes
- Handling of the correspondence
- Negotiating terms and prices
- Handling of order and payment transactions, as well as necessary logistical activities
- Organization of trade fairs

01/2008 – 06/2008

stay abroad – see below

05/2005 – 12/2007

Head of Marketing

Accenture

Specialist in innovative IT and AV solutions, one of the leading German retail and specialist firms in the broadcasting and media industry

Department: Marketing, B2C/B2B

- Organization and planning of the marketing budget
- Personnel management
- Analysis of the competition and market research
- Design and development of the corporate design and identity
- Redesign of the web presence
- Above and below the line marketing, online marketing, brand and product advertisement
- Organization of trade fairs, special events and workshops, incl. personnel planning
- Optimizing of the online-shop

08/2001 – 07/2004

Apprenticeship as management/sales assistant in IT-systems

OPITZ CONSULTING Gummersbach GmbH, Gummersbach

Leading project specialist for custom-build applications and individual Business Intelligence solutions

Department: IT, Sales

- Organization of trade fairs and special events
- Preparation of customer presentations
- Set-up of software applications

Civilian service

11/2000 – 07/2001

Civilian service in the clinic Bad Heilbrunn

Education

1998 – 2000

Commercial college Oberland, university-entrance diploma

1991 – 1998

High school Penzberg

1989 – 1991

Primary school Otterfing

1987 – 1989

Primary school Esslingen

Stay abroad

01/2008 – 06/2008

Stay abroad in Central America - Developed resilience, problem-solving abilities, and a global perspective through diverse and challenging experiences.

Skills

English

Fluent in spoken and written

Spanish / French

Basic knowledge

Computer

MS Office, Oracle, HTML, ERP/CRM-Systems, Software

Development, Hubspot/Salesforce, Apollo.io, LI

SalesNavigator, PhotoShop, Clay, Cognism