

HERMANN KRATOCHWILL

Visionary Business Leader, Athlete & Geek

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Sant Cugat del Valles, CT, Spain



EXPERIENCE

Global Executive Communications, Strategy & Planning Manager / WW Programs Manager

Hewlett-Packard Enterprise

Aug 2015 Barcelona, Spain

- Responsible for creation, branding & distribution of content campaigns, employee engagement experience and global reports to an organization of 850+ employees (incl. promoting digital practices)
- Manage our global portfolio of 120+ projects (incl. merger & acquisitions), ensuring staffing, budget/funding (\$12M+), collaboration and synergies with stakeholders and partner organizations
- Establish key priorities & strategic insights together with VP, Process and Capabilities Directors and their staff to ensure our teams incl. 80+ project managers execute fiscal year goals

Chief of Staff / OTC Transformation Manager

Hewlett-Packard Inc

Sep 2014 - Aug 2015 Barcelona, Spain

- Consult, advise and co-lead 12 senior managers of organization with 400+ employees (incl. training, employee advisory board, KPIs, etc)
- Oversaw all financial responsibilities (\$8M) incl. operational expenses (reduction of 20%), funding, travel and related approvals for Order to Cash organization
- Create and run effective "Process of Management" structure reducing administrative tasks by 46% through automatic system integrations
- Manage the whole portfolio of Order to Cash company split ensuring right staffing and funding during separation phase for OTC

Manager - GWE (Alps)

Hewlett-Packard Inc.

Oct 2013 - Sep 2014 Barcelona, Spain

- Leadership of all aspects in Order to Cash framework for team of 55 employees (2 supervisors and 2 team leaders) in areas - customer and sales support, order and delivery management, invoicing, disputes with over \$30M in business revenue/month reporting to EMEA Director
- Achieved a 32% increase in customer satisfaction through process and workflow improvements reducing cost per order by 18% despite addition of new accounts
- Increase of 42% in employee satisfaction through training, mentoring and performance management

EDUCATION

B.A. in Intercultural Business Administration

Lauder Business School - University of Applied Sciences

Vienna, Austria

- Major: Marketing
- Minor: Finance

Business/Entrepreneurship

Fachhochschule Wien

Sep 2005 - Mar 2006

LANGUAGES

English

Native



German

Native



Turkish

Advanced



Spanish

Intermediate



ACHIEVEMENTS



HPQ Separation Award

Awarded as one of few individuals who received accolades for a leading role during the HPQ company split



Ironman

Successfully finishing a full Ironman in under 14 hrs

EXPERIENCE

Operations Manager - Nordics

Hewlett-Packard Inc

📅 Nov 2012 - Oct 2013 📍 Barcelona, Spain

- Lead a team of 36 collaborators in customer service and sales support (end-to-end) responsible of revenue of \$36M WoW reporting to EMEA Nordics Manager
- Implemented cost savings and efficiency gains by removing 40% of transactional tasks to our offshoring hub in India
- Increased employee satisfaction by nearly 75% with improved employee retention rate reduction from 50% to 5%
- Implementation of monthly and quarterly reviews incl evolution of KPIs and quality of processes for senior executives (SVP, VP, Directors) and country managers

Supervisor - Global German Accounts

Hewlett-Packard Inc.

📅 June 2011 - Nov 2012 📍 Barcelona, Spain

- Manage quote to cash life cycle for Global German corporate, enterprise and public sector accounts across commercial and channel markets incl 40+ accounts with a team of 30 employees and revenue of \$25M WoW reporting to German Operations Manager
- 35% gain in employee satisfaction
- Manage effective Team Leaders forum responsible for development in collaboration with respective managers of 40+ team leaders across EMEA

Team Leader - Global Customer & Sales Support Manager

Hewlett-Packard Inc.

📅 Sep 2010 - June 2011 📍 Barcelona, Spain

Global Customer & Sales Support Manager

Hewlett-Packard Inc.

📅 Feb 2010 - Sep 2010 📍 Barcelona, Spain

Specialist - Customer Claims Management

Nike, Inc.

📅 July 2009 - Jan 2010 📍 Vienna, Austria

Sales & Merchandising Lead

Schloss Schönbrunn Kultur und Betriebs GmbH

📅 Jan 2006 - Jan 2007 📍 Vienna, Austria

Head of Marketing & Sales

Wild Republic GmbH

📅 Mar 2005 - Dec 2005 📍 Vienna, Austria

STRENGTHS

(Team)Leadership

Motivator

Team Player

Calm

Go-getter

CERTIFICATES

Certified Associate in Project Management

PMI

L6S Yellow Belt Certified

HPQ

AWARDS



HPQ Separation Award



Toastmasters Leadership Award

PUBLICATIONS

Business & Investment
Location Turkey; Logistics
Transcending Borders

FH des BFi Wien

📅 July 2010

PASSIONS



Sports - Triathlons, Running, etc.



Tech - Blogging, Vlogging, etc.



Leisure - Traveling, Reading, etc.