# HERMANN KRATOCHWILL

## Visionary Business Leader, Athlete & Geek

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# **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

# **EDUCATION**

## **B.A. in Intercultural Business** Administration

# **Lauder Business School - University**

#### of Applied Sciences

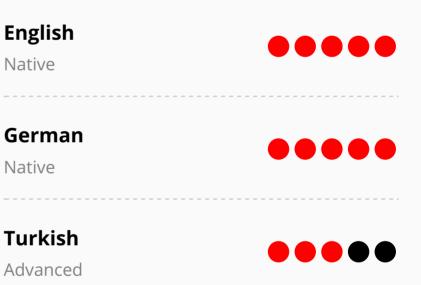
- **Vienna**, Austria
- Major: Marketing
- Minor: Finance

## Business/Entrepreneurship

#### **Fachhochschule Wien**

🛗 Sep 2005 - Mar 2006

# LANGUAGES





#### 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

#### **Spanish**

Intermediate

# **ACHIEVEMENTS**

### **HPQ Separation Award**

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



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

# STRENGTHS



# 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

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

## PASSIONS



Tech - Blogging, Vlogging, etc.

Leisure - Traveling, Reading, etc.