

DANIEL HENDLING CURRICULUM VITAE.



1999-2007

**Magenta
(T-Mobile)**

2005-2007
Self Service Manager,
Head of Infomanagement
& CRM

2001-2005
Information &
CRM Manager

1999-2001
Manager Online &
Complaints Team

2007-2011

**Deutsche
Telekom**

2010-2011
International Program
Manager – Mobile
Web & Apps

2007-2009
International Program
Manager – Voice (IVR)
& Mobile Self Service

2010-2020

**PMI Austria
Chapter**

2016-2020
President

2014-2015
VP Education &
Membership

2012-2013
VP Volunteers &
Membership

2010-2011
VP Communications
& Member Relations

2010-TODAY

HENDLING
PEOPLE
CENTERED
PROJECT
MANAGEMENT

CLIENTS

Austrian Airlines
Borealis
Ceratizit / CBCT
Dachser
Deutsche Telekom
E/G Electro Graph
Essilor
GM / Opel
Harman AKG Acoustics
Huawei
Hutchison Drei
Licht für die Welt
Lufthansa
Plansee
PremiQaMed
Raiffeisen Bank International
Stadt Wien
Thermo Fisher Scientific
Triumph International
Magenta (T-Mobile)
T-Systems
UNIQA
Wärtsilä EUROATLAS
Wolf Theiss Rechtsanwälte

PARTNERS

DYNACT Management Consulting
next level consulting
pmcc consulting

UNIVERSITIES

FH Wiener Neustadt
FH Technikum Wien
University of Leoben

DANIEL HENDLING REFERENCES & EXPERIENCE.

PEOPLE MANAGEMENT

Magenta (T-Mobile) // Manager Online & Complaints Team;
Head of Info Management & CRM

PMI Austria Chapter // Board of Directors / President

PROJECTS & PROGRAMS

Magenta (T-Mobile) // Web self service portal & online billing;
Intranet knowledge base incl. standardized-text-tool; Relaunch of
customer billing incl. implementation of email invoicing;
Relaunch of welcome communication

Deutsche Telekom // IVR voice portal incl. speech recognition and
biometric voice-print; Mobile self-service via mobile web and app

Harman AKG Acoustics // Development of an aviation head-
set – product development with industrial design stretching across
mechanical, electronic and software development all the way to
mass production

Austrian Airlines & Lufthansa Group // Implementation of a
real-time dynamic pricing solution; program management in revenue
management and change management

COACHING & CONSULTING

Essilor // Organizational Project Management and coaching

Light for the World // Project Management, organizational
development and coaching

PremiQaMed // Organizational Project Management and coaching

Hutchison Drei // Culture development in Project Management

Plansee // Organizational Project Management

GM / Opel // Organizational Project Management

Wärtsilä EUROATLAS // Organizational PM and coaching

TRAINING & COACHING

**Austrian Airlines // Borealis // Ceratizit / CBCT // Dachser //
Deutsche Telekom // E/G Electro-Graph // Essilor // Huawei //
Hutchison Drei // Lufthansa // Plansee // Raiffeisen Bank
International // Stadt Wien // Thermo Fisher Scientific //
Magenta (T-Mobile) // Triumph International // T-Systems //
UNIQA // Wärtsilä EUROATLAS // Wolf Theiss Lawyers**



STANDARDS

Contributor to the Project Management Body of Knowledge PMBoK® as well
as the Competency Development Framework from the Project Management
Institute PMI®; Contributor to the Change Management Standard of the
Association of Change Management Professionals ACMP®

BRANCHES

- Telecommunication & IT**
Magenta (T-Mobile), Deutsche Telekom, T-Systems, Huawei, Hutchison Drei
- Transport & Traffic**
Dachser, Lufthansa, Austrian Airlines
- Public Sector**
City of Vienna
- Banking**
Raiffeisenbank International, UNIQA
- Industry**
Borealis, Ceratizit / CBCT, E/G Electro-Graph, Essilor, Harman, Plansee, Thermo Fisher Scientific, Wärtsilä EUROATLAS
- Automotive**
GM / Opel
- Crafts & Trades**
Triumph International
- NPO/NGO**
Light for the World

PROJECT TYPES

- IT Implementation**
Magenta (T-Mobile), Deutsche Telekom, Austrian Airlines, Lufthansa
- Communications Strategy**
Magenta (T-Mobile)
- Product Development**
Harman AKG Acoustics, Wärtsilä EUROATLAS

COUNTRIES

**China // Germany // UK // Indonesia // Macedonia //
Netherlands // Nigeria // Austria // Poland // Slovakia //
Czechia // USA**

