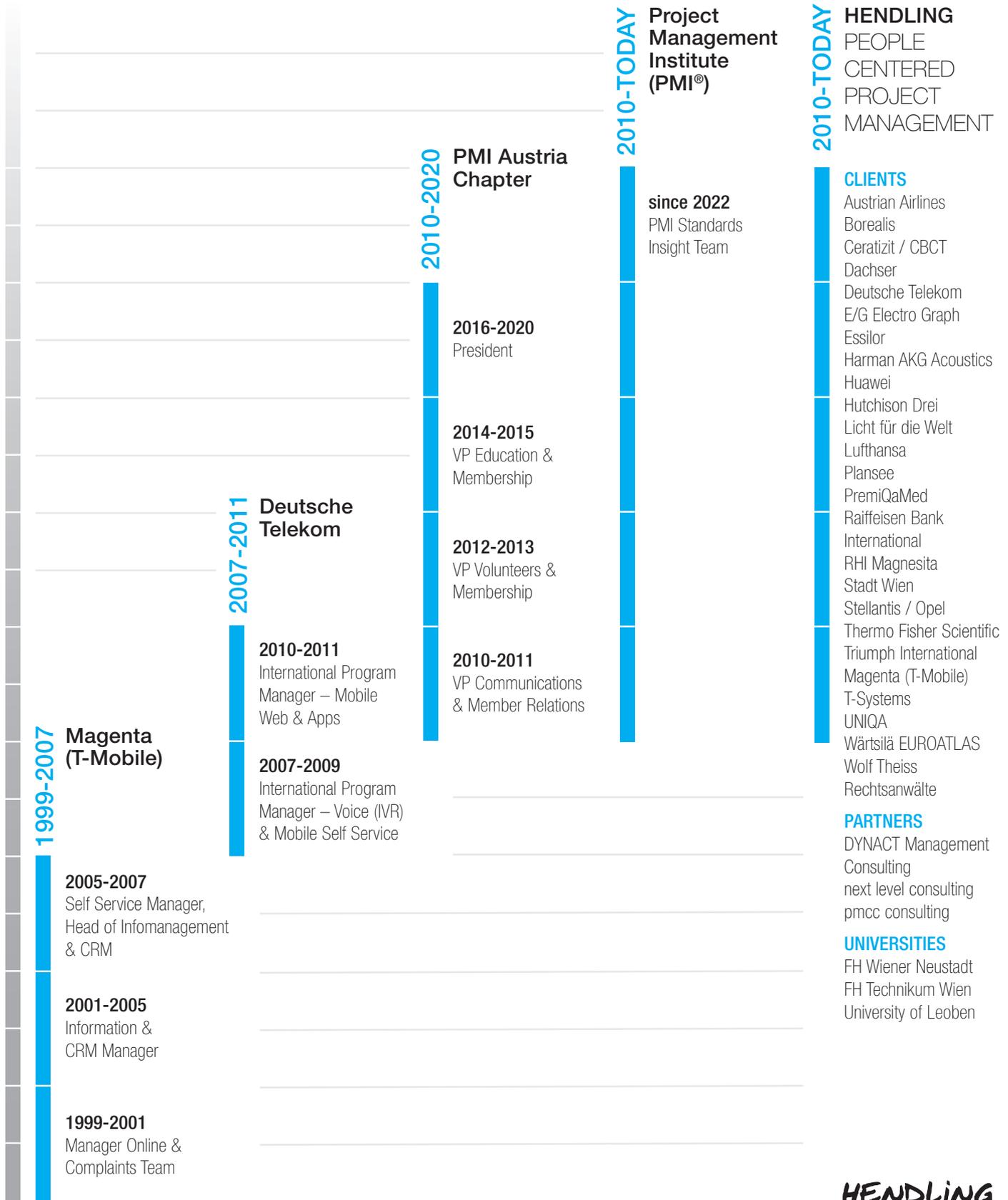


DANIEL HENDLING CURRICULUM VITAE.



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

Plansee Plansee // Relocation of Production (Supply Chain & Process) from Austria to India

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

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

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

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

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

Stellantis / 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 // RHI Magnesita // 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**
Stadt Wien
- Banking**
Raiffeisenbank International, UNIQA
- Industry**
Borealis, Ceratizit / CBCT, E/G Electro-Graph, Essilor, Harman, Plansee, RHI Magnesita, Thermo Fisher Scientific, Wärtsilä EUROATLAS
- Automotive**
Stellantis / Opel
- Crafts & Trades**
Triumph International
- NPO/NGO**
Licht für die Welt

PROJECT TYPES

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

COUNTRIES

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

