



MICHAEL ZAK
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(Degree in Business Administration)

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APPLICATION

CURRICULUM VITAE

PERSONAL DATA

Born on 04.05.1974 in Düsseldorf, German, single

PROFESSIONAL BACKGROUND

12/2021 – today	Technical account manager in the call center Concentrix for a well-known international technology group for the DACH region in German and English Language in the B2C and B2B sector
09/2020 – 12/2021	Various part-time jobs during the pandemic , e.g. as a delivery driver
06/2020 – 08/2020	Technical Sales Manager at a foundry VS GmbH & Co. KG Field of activity: • Technical sales in the field of construction, security, automotive
05/2019 – 09/2019	Sales Manager at Seika Sangyo GmbH, Düsseldorf Field of activity: • Technical Sales of Cold Heading (Forming) machines and Stamping and Bending Machines • visit planning, customer visits, customer acquisition • Communication with distribution partners in Japan in English language • Independent preparation of a strategic action plan for further distribution-related measures • Visit to the MF Tokyo trade fair in Tokyo, Japan
08/2015 – 12/2018	Independent Real Estate Agent at Politis Sakis Real Estate, Thessaloniki (GR) Field of activity: • Sales and rental of real estate, in particular for foreign customers • Search of real estate / customers (acquisition) • customer loyalty through maintenance of real estate through care tasks (for example, placement of craftsmen) • Arbitration of landlord / tenant problems • Drafting of contracts • Supervision of the homepage in English language
06/2007 – 07/2015	Technical Sales Manager at Bögra Technologie GmbH, Solingen
01/2014 – 07/2015	Head of the Export Department / Sales Manager Export Field of activity: • Management of export department with personnel responsibility (technical and disciplinary) • Authorized to sign i.V. up to 250 TSD Euro, sales responsible for 5 million EURO • Cooperation with foreign partners to complement the company's own product range (rolled bimetal bearings from India and China) • Create revenue reporting, revenue planning, and visit planning • Independent planning, design and implementation of sales activities (including market observation); operational and strategic planning in collaboration with the CEO • Responsible for the regions Great Britain, Italy, France, Scandinavia, Switzerland, Austria, Poland, eastern Europe, partially in cooperation with commercial representatives • Negotiating of contracts independently (incl. frame contracts) • Customer care, development of the established clientele and customer acquisition by office work as well as in the field • Travelling in the respective countries/ markets (approx. 25 – 30% of working time)

01/2011 – 12/2013

Sales Export/ Co-Management Marketing**Field of activity:**

- Additionally marketing tasks as executive employee in cooperation with the Manager of the Department Personnel/Marketing/Legal
- Preparation and follow-up of mailing campaigns and trade fair visits, in particular the Engine Expo Stuttgart
- Development, launch and publication of the product group logo "BÖGRA GREEN SERIES"
- Updating the homepage
- Introduction of a newsletter for internal information; Production of a supplier self-assessment
- Creation of an e-mail distribution list for information on the participation of fairs

06/2007 – 12/2013

Area Sales Manager Export**Field of activity:**

- Technical sales with country responsibility in a foundry (continuous casting and gravity casting) of non-ferrous metals (copper / brass / bronze) with associated production processing
- Technical distribution of bearings/ bushings (e.g. conrod bushings) and mould casting pieces made of copper and copper alloys for the automotive industry (e.g. Volkswagen Group, Volvo Cars, DAF Trucks), the electro industry (e.g. Siemens, General Electric), the building machinery industry (e.g. Liebherr), construction industry and general engineering
- Preparation of quotations and price calculations based on production costs (contribution margin orientated) using commercial calculations and quotation tracking until contract placing, project management until production release respectively.
- Special designs for customers according to technical drawings; Technical and commercial project support in coordination with in-house specialists (product development, work preparation / production, purchasing, quality)
- Operational customer acquisition and support
- Authorized to sign i.A. to 25 TSD Euro
- Brisk business Travelling in the respective countries/ markets (approx. 30 – 40% of working time)
- Overall responsibility of all product groups
- Realisation of the annual sales targets in the sales regions
- Participation in trade fair visits
- Technical und commercial project monitoring in accordance with in-house specialists (Product Development, Calculation Department, Production Department)

10/2006 – 03/2007

Sales Assistant in the fields of sales projects at Kyocera Mita Deutschland GmbH, Meerbusch**Field of activity:**

- Support for regional sales managers and area sales managers
- Coordination of international projects (mainly Japan and the Netherlands)
- Support for the assigned sales area, including customer service and sales support
- Maintenance of customer data, monitoring of contracts and individual agreements
- Administrative handling of special sales and product campaigns

05/2005 – 09/2006

German Red Cross District Association Düsseldorf e.V., Düsseldorf

12/2005 – 09/2006

Project Manager Purchasing/ Reorganisation**Field of activity:**

- Centralising the organisation of corporate purchasing
- Reporting to the management
- Obtain and compare offers
- Conducting negotiation talks
- Introduction of new operational processes for the order handling and writing instructions for the regulation of order handling
- Lieferantenbewertung und –auswahl, Supply contracts and supplier negotiations,

	Supplier development und monitoring • Development of a partner and supplier structure • Development and introduction of our commodity management system with online binding of external manufacturers and logisticians • Closing organisation gaps within the purchasing sector after suggestions of an externally assigned internal audit • Centralisation of the order procedures • Ensuring a proper audit • Coordination of the signature regulations in arrangement with the management
05/2005 – 11/2005	Project Manager Marketing and Communication Field of activity: • Conception and planning of a service center, in detail: • Development of a call center concept, installation of a ticket system, extension of the telephone system, preparation of costs projection and time schedule for the conversion • Realisation of the concept, in detail: • Coordination of all departments and employees involved (EDP, controlling, distribution, operational control center, advisory boards, switchboards, COO of old people's homes) • Solely responsible leading of negotiation discussions with external enterprises for intrusion on the new service center • Personnel search and choice of personnel • Reorganisation of the operational control center, in detail: • Merging of the operational control center and the service center (using synergies) • Reconstruction of the operational control center in two separate departments • Introduction of new operational sequences, definition of new responsibilities of the employees
08/2004 – 10/2004	Project Leader Marketing at Stiftung Museum Insel Hombroich, Neuss (Fixed-term employment contract) Field of activity: • Team management and project coordination • Developing of sales concepts for the letting of museum buildings and catering • Realising of sales concepts for the letting of museum buildings and catering • Establishing of a customer data base • Developing a clientele of event agencies
12/2003 – 07/2004	European Marketing Services Assistant at Henkel-Ecolab European Headquarters, Düsseldorf Field of activity: • Coordinating and checking the European labeling (more than 25 European nations) for the divisions Institutional, Food & Beverage, and Textile Care • Support of the European Product Management concerning strategic and operational decisions in terms of corporate identity and legislation • Interface function between advertising agencies and print offices
10/2003 – 01/2004	Assistant for the Professorship of Marketing at the University of Applied Sciences, Düsseldorf
07/2003 – 11/2003	Internship in the Innovation Management at the Stadtwerke Düsseldorf AG, Düsseldorf, Department of „Corporate Strategy and Risk Management“
Summer term 2002	Practical work in market research integrated in a marketing seminar in cooperation with the University of Applied Sciences in the context of a senior seminar of the main subject marketing
02/2002 – 05/2002	Internship abroad in the departments marketing and sales in the company Tuboplast in Manfredonia / Italy

ACADEMIC AND OTHER EDUCATION PATH

Academic Studies

09/1997 – 07/2003

Study of economics at the Fachhochschule Düsseldorf (University of Applied Sciences)

Degree: Dipl.-Betriebswirt / Degree in Business Administration

- Main subjects: 1. Marketing, 2. Communication
- Subject of empirical thesis: „Finding and committing company clients in the automobile trade“

Vocational Training

08/1994 – 07/1997

Training as a Bank Clerk (Bankkaufmann) at the Stadt-Sparkasse Langenfeld / Rhld. (Savings Bank) with a state recognized certification of the Chamber of commerce (IHK)

Education

08/1987 – 06/1994

Schloss-Gymnasium-Benrath, Düsseldorf / Graduation: High School

- Advanced courses: German and English
- 3rd and 4th high school diploma: Mathematics and History

FURTHER EDUCATION, COMMITMENT AND OTHER SKILLS

Advanced Training

04/2020 – 06/2020

Comcave College "Modular Qualification for Merchants",
field of study "ERP-Specialist: 5. Controlling"

03/2019 – 04/2019

Comcave College "Modular Qualification for Merchants",
field of study "Special Sales Promotion and Marketing"

10/2008 – 02/2009

Technology/Engineering for Business People: Certified training at the Technical Academy in Wuppertal (Technische Akademie Wuppertal)
Extensiveness: 122 lessons, thereof 6 lessons written examination

Honourary Position

Working group leader: initiator and head of a working group for the subject of commercial private law at the University of Applied Sciences

Language skills

German	Native speaker
(New)Greek	Native speaker
English	Business fluent
French	School level

Computer literacy

Microsoft Windows, Microsoft Office, Navision, Lotus Notes

Driving licenses

Klasse 3 (standard cars), fork-lift truck (with a state recognized license of DEKRA)

Leisure activities

Board games, cycling, trips to Greece, meeting friends, watching series

Düsseldorf, 6. Februar 2022

