

## SUMMARY OF QUALIFICATIONS

Broad experience attained through responsibilities within international and domestic business. Excellent skills in Project Management, Controlling, Information Systems and Marketing, acquired through various positions and hands-on projects. Strong ability to combine Information Systems and business needs. Expert in leading and implementing effective and efficient reporting standards.

Creative and self-starter recognised as a conceptual thinker able to deliver tangible results using in depth understanding of the business requirement and resilience as needed. Can work equally as a team member or independently.

Expertise includes:

- \* Employee Recruitment/Training/Supervision
- \* Business Process Redesign
- \* Quality Control & Improvement
- \* Purchasing & Vendor Negotiations
- \* Competitive Intelligence
- \* Production Planning & Scheduling
- \* Relationship Management
- \* Internal Communications
- \* Market Research

## PROFESSIONAL EXPERIENCE:

November 2002– **General Motors Europe** Zurich, Switzerland  
**Project Manager Passenger and Commercial Vehicles Quality, Market Research**

- Manage four of GM Europe's syndicated studies focused on quality and customer needs segmentation
- Closely monitor supplier work
- Continuously improve surveys and reporting
- Identify cost saving measures and eliminate waste
- Analyze data and summarize survey results
- Consult and present survey findings, within the GME Aftersales, European Brand Teams and Quality
- Coordinate and respond to needs of GME and the national sales companies
- Improve understanding and utility of data to key customers
- Establish an internet competitive commercial vehicle report monitor
- Handle all administrative and budget-related work related

October 1999 – **Gate Gourmet International, Swissair** Zurich, Switzerland  
October 2002 **Manager HR Information Systems, HR**

- Develop and implement the Benefits & Compensation Benchmark report
- Manage, design and implement the Swissair Group Management Development Database ExecuTRACK
- Implement and manage the HR intranet site of Gate Gourmet and acting consult Swissair University on knowledge management
- Implement and measure the global success of Management Development ([MaDe](#)) tools and its impact on employees, trainers, maintain synergies between groups
- Develop and implement electronic learning portal
- Consult HR administration on Change Management and establishing policies and processes to deal with post-merger and organizational changes
- Editor of the internal MaDe Global e-newsletter publication

May 1992 - **Gemini Consulting** USA and Europe  
 September 1999 **Consultant, Telecom, Oil and Gas, and Life Science Practices**

- Consult during Analysis and Design and Result Delivery phases, regarding production and management of jobs, with emphasis on high quality products and services in accordance with needs, cost requirements and time
- Manage user accessibility to former client-related jobs through Lotus Notes detailing client descriptions, medium, location, data and consultant background information
- Administrate the computer network and software setup
- Manage the project expense vs. budget report for Account Executive
- Develop tools for training both internally and externally
- Developed documentation for Subject Matter Experts in the Proposal Center, SAP Center of Excellence, CONSTRUCT methodology team, C4: BSC, Simulation Software, Focus Interview and Client Project Teams
- Benchmark Best Practices research in Life Sciences and Telecom industries
- Promote Gemini's skill and flexibility to accommodate client's needs

June 1989 - **Coopers & Lybrand** NJ,USA  
 January 1992 **Intern, Pharmaceutical - Marketing, Sales & Service Practice**

- Worked on development and documentation of case and client studies
- Established archiving procedures
- Trained department on Microsoft tools migrating from Samna

**COMPUTER SKILLS:**

Project Management Software	Microsoft Project, Fastrack, ExecuTRACK
Analysis Software	Excel, M-tab, SAS, File Maker Pro, Visio, Top Down, More
Presentation Software	Claris Draw, Power Point, Pagemaker, Persuasion
Communication Software	Lotus Notes, Microsoft Outlook, Front Page

**EDUCATION:**

May 1991	<b><u>Rutgers College</u></b>	New Brunswick, New Jersey
	Bachelor of Arts Degree, Communications (Minor in English and Economics)	
May 1988	<b><u>County College of Morris</u></b>	Randolph, New Jersey
	Associate in Science, Business Administration	

**LANGUAGES:**

English	- Mother tongue	
German	- Conversational	
	Education: ETH Sprachenzentrum	Zurich, Switzerland
	German as a Second Language for Post Graduates	

**COMMUNITY INVOLVEMENT:**

May 2000	- First Tuesday Zurich, active member
July 2002	- Project Management Institute, active member
October 2001	- Professional Women's Group of Zurich, active member
August 1996	- American Club of Zurich, member

**PERSONAL INFORMATION:**

Work Permit:	C Class Resident
Citizenship:	United States
Born:	January 10, 1968, New Jersey
Marital Status:	Married
Children:	Sarah (4) and Alexandra (2) enrolled in private schooling

**References upon request**