

Carmen Schoene

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Profile

A trilingual PRINCE2 accredited and Lean Six Sigma Green Belt certified Junior Project Manager with a wealth of technical and financial knowledge acquired across a wide range of roles for blue chip companies and smaller enterprises. Extensive experience gained throughout Europe in analytical and customer management positions. Commercially astute. Strong communication skills with the ability to build effective work relations on all levels. Positive can-do approach.

Career & Achievements

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|---|--|--------------------|
| Freelance | Project work | 2012 |
| <ul style="list-style-type: none">Managed a Lean Six Sigma life case for a small consumer electronics company to reduce failure rate and improve profit margins, resulting in yearly cost savings of £ 70 000. | | |
| Insight UK | Project Support | 2011 – 2012 |
| <i>Insight is a worldwide reseller of hardware products and software licences for B2B clients.</i> | | |
| <ul style="list-style-type: none">Project managed, planned, and executed the full Purchase-to-Pay solution for top-tier clients across EMEA.Coordinated effectively between key stakeholders (clients, software developers, 3rd parties) to ensure project scope is completed within agreed time and budget.Project ownership of up to seven B2B projects with a purchase value of around £ 200 000; full project life cycle based on the PRINCE2 methodology.Created process documentation guide for internal and external usage. | | |
| Thomson Reuters | Fund Data Analyst / Project Support | 2007 – 2010 |
| <i>Thomson Reuters is the world's leading source of intelligent information for businesses worldwide:</i> | | |
| <ul style="list-style-type: none">Managed, coordinated and accomplished the yearly <i>Lipper Fund Award</i>-Project successfully within agreed time and quality frame. Received an award for outstanding performance.Exceeded the data gathering process for a pivotal client by streamlining various process steps into a main operation point which resulted in faster output times and better quality.During the transition period I performed online training sessions for the new staff abroad. | | |
| Sellbytel / GE Healthcare | Service Consultant | 2004 – 2006 |
| <i>GE-Healthcare subcontracted via Sellbytel Communication Group/Barcelona; a leading European provider of Customer Management Solutions:</i> | | |
| <ul style="list-style-type: none">Provided technical support in German, Spanish and English for GE clients on business's applications.Resolved a delicate performance issue with a client which resulted in a renewal of their contract.Planned, organised and implemented training courses for new starters. | | |

Shell **Desktop Support Analyst [contract]** **2002 – 2003**

Shell is the Dutch-English global energy solution provider, one of the world's most valuable companies.

- Executed technical assistance, problem diagnosis and solving of connectivity issues, periphery devices and applications issues.
- Delivered outstanding first-class service for Shell clients on phone and on-site.

Xerox **Order/Credit Management** **1999 – 2001**

Xerox is the market leader in document process and technology, inventor of the paper photocopier.

- Processed and analysed B2B contracts through SAP R/4; Recovered around € 45 000 of debts from B2B clients.

Qualifications, Skills & Trainings

- PRINCE2® Practitioner; 2010 - 2015
- CIW® - Web Design, E-commerce and E-learning Specialist
- Qualified Property Professional, *Chambers of Commerce & Industry* - Berlin
- Lean Six Sigma Green Belt®; 2012
- **Applications / OS**
 - MS Access, SAP R/3,
 - HTML, CSS, XML, TCP/IP
 - MS Office, Linux/Ubuntu
 - Minitab, PowerPoint,
- **Project Management**
 - Project Methodologies
 - Problem Solving Techniques: FMEA, RCA, 5Whys
 - CI & Lean tools
- **Languages**
 - German - Native
 - English - Fluently
 - Spanish - Advanced

Hobbies / Others

- Toastmasters, developing public speaking and leadership skills
- Story-writing, running, DIY projects.
- Willing to relocate anywhere in the UK / Europe / Asia.