

Hannes W. Felgitsch Curriculum Vitae

Permanent Address: Flurgasse 11, 8200 Gleisdorf
Date of Birth: 07 July 1960
Nationality: Austrian
Telephone: +43 (0) 3112 21094-10
Mobile: +43 (0) 650 7366241
E-Mail: hannes.felgitsch@sennah.com

Work Experience

01/2000–Present

sennaH T&C

Position: Self employed trainer & teacher

Responsibilities

- Training for organisations such as VHS, bfi, LFI as well as for companies of different size and branches
- Individual coaching for personal growth
- New developments for presentations and recruitment purposes (JobDay)

09/1998–09/1999

Merkur Vers. AG

Position: Key Account Manager Austria

Responsibilities

- Implementation of a CRM System
- Developing new ideas and methods in customer service
- Strategic development of new customer relations
- Responsible for an annual turnover of about 900 Millions ATS

09/1997–02/1998

Trigon Maklerbetreuung

Position: Senior Training Manager

Responsibilities

- Implementation and coordination of a standardized training system for about 4000 multi-level-marketing partners at all levels
- Training and presentation in groups from 12 to 250 in several Eastern European countries
- Designing duplicable leadership programs for advanced partners in MLM

06/1995–09/1997

Merkur Vers. AG

Position: Training Manager for sales and office personnel

Responsibilities

- Responsible for training of beginners and experienced employees in all kinds of insurance knowledge
- Improving computer skills and user performance in the workplace
- Redesigning all learning and teaching material to a modern and PC friendly

condition

- Assistance to create and organize the in-house training catalogue

-05/1995

Several functions in sales and training

Position: employee and freelancer

Responsibilities

- Leading insurance sales groups and areas
- Market analysis and research, sales strategies
- Personal sales and service activities

Languages and Skills

Mother tongue German

Fluent English spoken and written, conversation and negotiation level

French easy conversation level (takes max. three weeks to brush up)

Russian: Basic user in reading and speaking (fluent conversation can be achieved within six months) (the same for Dutch, Italian, Danish)

Special Skills many years of successful personal selling experience

one of a few experts of Birkenbihls "non learning learning strategies" and tools

High degree of technical understanding, able to understand very complex correlations, highly interested in automotive topics

Annual conception and holding of a "Train-The-Trainer" course (this year for the 6th time)

Very creative thinker, which often leads to new and unconventional solutions

PC power User, familiar with all Microsoft tools, network, internet, homepages and so on

Permanent training (mostly based on self-learning) and development - for example using the new approaches in the fields of neurobiology sciences (see "Brainwash" by Gerald Huether)

Leadership experience (motivational, cooperative style with continuous controlling)

Education and Qualifications

1991-1993 University Degree (Akad. Versicherungskaufmann) University of Graz

1987-2006 Numerous extracurricular activities to add personal and training skills throughout the years

References available on request