

Dieter Schmid

[Unit 3, 53 Chaucer Cres, Canterbury 3126] [+610428081171] [dieter.schmid@gmail.com]

Objective

- To secure work that compliments my skill set and gives me opportunities to expand my horizons.

Summary

- Motivated and professional personality.
- A healthy disciplined work ethic.
- Fast learner.
- Management experience.
- Very creative.

Skills & Abilities

- Experience in delivering presentations on technology and services across all levels of an organization.
- Strong skillset in working with all levels of an organization within complex corporate structures as well as within small and medium business.
- Conflict resolution, and persuasion, ability to get people to support my ideas and drive change or innovation within an organization.
- Customer service and sales skills.
- High level of problem-solving capability, excellent critical and rational thinking skills.

Experience

TELEMARKETING | PEPPER MARKETING | MARCH 2016 – October 2021

Current role, this involves the management of the telemarketing function in Pepper Marketing. It requires meticulous attention to process improvement and quality of results, and involves the supervision of contractors. The role also includes product ownership of new a telemarketing web based application being designed internally to increase efficiency, drive profitability and greatly enhance the quality of results.

I work with several IT vendors including Juniper, Oracle, Data#3, Aruba, and VMWare selling their infrastructure and software solutions. I write technical briefs for the campaigns outlining the solution and sales process involved in selling it in to industry verticals. I also conduct outbound calling to identify opportunities and pass leads on to the clients sales team.

CONSULTANT(SALES, MARKETING), COMMITTO; MELBOURNE,VIC — MARCH 2017 - OCTOBER 2018 (FROM THE OFFICE AND AT HOME).

Committo provide IT managed service to SME's across Victoria. My role was to build a pipeline, engage customers over the phone and in person meetings, and sell services where opportunities for the customer were identified.

The role also had a component of marketing, where I developed campaigns and email marketing strategies to set the stage for a cold call and initial meeting.

I was able to achieve the on-boarding of a medium sized businesses IT data storage services as a customer.

Wrote and prepared documentation for RFP's, internal processes, and government tendering opportunities.

2016 PATERNITY HOLIDAY | First child.

BUSINESS DEVELOPMENT MANAGER | AVG | MARCH 2014 - JULY 2015

Business executive sales role. Sold IT security solutions into SME business around Australian.

Selling solutions between \$3k - \$50k

FREELANCE LEAD GENERATION CONSULTANT | PEPPER MARKETING, RAW, GREEN HAT | JUNE 2010 - JANURARY 2014

I spent many years cold calling business across Australia, pitching IT complex solutions and services with aiming of getting appointments for sales reps. Averaging 100's of calls a week, consistently meeting target expectations.

My services were hired out on a contractual basis by 3 different marketing companies. I did this while studying my second degree in IT.

INSIDE SALES/ACCOUNT MANAGER | KENEXA | JANURARY 2009 - JUNE 2010

Kenexa develops HR talent management software and was acquired by IBM. My role was to find opportunities for Kenexa's product portfolio, mostly focused on the sale of personality based profiling software into recruitment companies.

GAP YEAR TRAVELLED THROUGH ASIA | 2008

COMMERICAL ACCOUNT MANAGER | DIMENSION DATA | JUNE 2008 - MARCH 2008

My role was based in the commercial sales team carrying a profit base target for the territory in Victoria Australia. I achieved the KPI of having 20 customers generating an annual profit of \$50k each for the year. My role involved the sales and support of IT infrastructure solutions.

SALES AND SUPPORT ADMINISTRATION (ACCOUNT MANAGER) | VOLANTE-IPEX | 2005 - MARCH 2006

A role starting in sales support involving the distribution of IT infrastructure. Phone based customer support and quoting. As well account management, and sales experience in computer infrastructure and Microsoft software.

CUSTOMER SERVICE AND SUPPORT | TELSTRA | 2003 – 2005

Worked within a variety of Telstra customer service and support teams. The role focused answering inbound customer service calls and seeing them through to an appropriate resolution.

JAVA DEVELOPER | SECURBIZ | 2001 – 2002

Programming role working in Java on GUI application for accounting system.

Education

BACHELOR OF INFORMATION SYSTEMS (HONOURS) | 1999 - 2002 (COMPLETE) | SWINBURNE UNIVERSITY

- Major: Computer Science
- Minor: Information Systems/Business
- Related coursework: Business management (understanding of organizational productivity and strategic management)
- Distinction average 80%+

DIPLOMA OF COMPUTER SYSTEMS | 1999 | SWINBURNE TAFE

Related coursework: Focused vocational study on computer systems how to build, repair and manage computer infrastructure.

Reference

Upon request.