

Kilian Werner Martin Riester

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Education

Master of Science in International Business

Graduated August 2023

Hult International Business School | Dubai, United Arab Emirates / New York City & Boston, United States of America

- Scholarship: Entrepreneurial Impact Scholarship & Leadership Scholarship
- Positions: President of the Hult Consulting Club
- Activities: Harvard M&A Case Competition, First Abu Dhabi Bank Junior Consulting (Customer Acquisition)
- GPA: 3.80/4.00

Bachelor of Science in Economics

Graduated July 2022

University of Graz | Graz, Austria

- Specialized in Psychology, Management and Finance
- Thesis Grade: 1.0/1.0 – "Facebook's Influence on Real Estate Investment Behavior"

Professional Experience

Allianz | Munich, Germany

December 2023 - Present

Executive Assistant to the Chief Customer Officer (CCO) & CEO of Driven By GmbH (A company of Allianz)

- **Spearheaded** a global customer-centric transformation across 20+ markets, raising Net Promoter Scores (NPS) by at least one market position in 12 countries and 2 organizational regions (Central & Eastern Europe and Asia Pacific) and unlocking new revenue opportunities.
- **Engineered** a universal customer definition and measurement framework for 70+ countries, strengthening executive target-setting precision, decision-making and capital market communications performance metrics - impacting the measurement of more than 125 million customers.
- **Standardized** end-to-end processes (client acquisition, project execution, billing) for Driven By GmbH, driving operational scalability, transparency, and cost efficiency.
- **Led** and coached a high-performing cross-functional team of four, delivering data-driven dashboards, financial forecasts, and project monitoring for the CCO, boosting organizational productivity.
- **Fostered** strategic relationships with global C-level executives, proactively resolving business challenges and maintaining a 4.7/5 CSAT score across multiple Allianz product lines.
- **Established** a rigorous contract-management and governance framework, mitigating operational risks and enhancing compliance throughout various projects.
- **Consulted** on business growth strategies, enabling multi-market expansions and cross-organizational synergy that consistently exceeded performance targets.

Kilian Riester Consulting eU | Berlin, Germany & Graz, Austria

May 2021 - Dec 2023

Founder / Consultant - launched & managed my own consulting business in product quality management & social media operations

- Created a comprehensive competitive analysis for diagnostic devices in the European market with 30+ first, second, and third-degree competitors; resulting in enhanced in positional change of the company in the market
- Maintained & optimized the product website using GitLab and WordPress which expanded brand visibility and customer engagement by 150%

VMCON OG | Graz, Austria

October 2019 - October 2022

Consultant – Advancing companies in data privacy and security - consulting with a strong commitment to client success

- Consulted clients in Data Protection and IT Security leading to 3+ years of lasting relationships with clients
- Facilitated full data privacy implementation and compliance with GDPR & local regulations for 30+ clients from various industries across departments
- Created, implemented & maintained data retention schedules & technical documentation for over 40 clients in a team of four consultants
- Conducted in-depth assessments of over 10 client's business processes & authored corresponding reports focusing on data privacy conditions.

Extra-Curricular Activities

- 2022/2023: Led the Hult Consulting Club; coordinated events, case studies, and meetings across all 4 global campuses
- 04/2016 - 12/2017: Coached >100 kids in a club collaborating with Red Bull Salzburg; managed parents and kids during tournaments, and football training with the latest methods 4 times a week; developed team coordination skills and mastered emotionally challenging situations
- Since 01/2015: over 8 years of experience in consistent (4-6 times a week) weight, strength, and joint mobility training, including a degree in personal training and knowledge of the latest training science literature in planning and coaching people at an advanced and beginner level
- 07/2002 - 06/2022: 20 years of playing football led to the ability to work in a high-performance team environment and leading positions while having priorities on community goals

Skills and Certifications

IT, Design & Other Skills: Microsoft Office Suite (incl. Co-Pilot), R, SPSS, WordPress, Tableau, Canva, Adobe Creative Cloud (Premiere Rush, Lightroom, Photoshop), GitLab, Copywriting, Infonea, Generative AI, Miro (Design Thinking & Org) **Languages:** German (native), English (fluent), Portuguese (elementary)

Certificates & Licenses: Google - Data Analytics Professional Certificate, Google - Online Marketing Certificate, BSPA - Personal Fitness Trainer License, Driver's License Class B