

Thorsten Leppek

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Executive Summary

- Thorsten is originally from Germany but living in South East Asia since 2005 and is a Professional Services Lead building and managing Professional Services Teams with main focus on international ERP- and CRM-Implementations. He is working in this Business 25 years now, starting as a Developer over becoming a Functional Consultant and is having over 20 years of experience as Program and Project Manager for global Implementations and over 8 years in building and leading Professional Services Teams.
- He is passionate about hiring the right talent to build successful Delivery and Development Teams, training and guiding his team members to become excellent professionals who are able to provide Implementations of Business Solutions on highest standards.
- Working with people from different countries and cultures is always something he is aiming for and he is always trying to give some of his experience to his team members as benefit for them, the company they work for and the customers they are implementing solutions for.

Skills & Abilities

PROFESSIONAL SERVICES MANAGEMENT

- Thorsten has over 8 years of experience in managing Delivery Teams for large Information Technology Organizations in Asia. His strength is to build and lead multicultural teams including P&L responsibility and responsibly for KPIs like Utilization and Project margins.

PROGRAM AND PROJECT MANAGEMENT

- Thorsten managed several projects in Asia and Europe implementing ERP- and Customer Service Solutions in over 20 countries. He is specialized in global implementations and rollouts of systems into several locations with main focus being on projects in retail and manufacturing industries including process manufacturing. He is a hands on Project Manager and took over several projects by himself in his time as Manager to remediate troubled projects and lead them to successful go lives in the end.

COMMUNICATION AND MEMBERSHIPS

- Thorsten speaks fluent English and German and conversational Thai. In his off time, he is a Committee Member of the Golf Society Bangkok Wanderers Golf Club.

TOP SKILLS FROM LINKEDIN

- The following list shows the top skills of Thorsten as recommended by his LinkedIn Contacts:
 - ERP, Business Process, Microsoft Dynamics, Management, Business Analysis, Business Intelligence, Program Management, Project Management, Consulting, Pre-Sales
- LinkedIn Profile: <https://th.linkedin.com/in/thorstenleppek>

Experience

DIRECTOR PROFESSIONAL SERVICES, INTERNATIONAL | ACUMATICA | DECEMBER 2015 – NOW

- As Director for Professional Services in Acumatica he is mainly responsible for building and leading the Professional Services Team based in several countries in South East Asia. As a Team they are providing Product and Pre-Sales Training to their Channel Partners in Europe, Asia and Africa, supporting them in Pre-Sales and Implementations and are providing Development Support. As Professional Services Lead he is also responsible for the Localization Functionalities in Acumatica to fulfil statutory requirements of the revenue departments of the different local governments.

GENERAL MANAGER DELIVERY MICROSOFT SERVICE LINE | HEWLETT-PACKARD | JUNE 2014 – MAY 2015

- As General Manager Delivery in the Microsoft Service Line in Asia Pacific and Japan he was overall responsible for the Delivery Teams and all Projects related to HPs Microsoft Dynamics CRM, AX and SharePoint Implementations. He was leading the team of around 70 resources split over India, Australia, New Zealand, China, Singapore, Malaysia and Thailand including large projects mainly in the public sector, banking and automotive industries.
- Part of this role was as well to be responsible for Service Excellence including Project Governance with me being the final approver for Delivery for every new project and leading the remediation teams if projects were red flagged. His main KPIs were project gross margins and delivery quality as well as staff utilization and team structure.
- He was as well the Capability Lead for the Microsoft Service Line at the same time so responsible for resource structure and training, delivery strategy and methodology and partner relationships from a Delivery perspective too.

CLIENT SERVICES DIRECTOR | TECTURA CORPORATION | JANUARY 2011 – MAY 2014

- As Director for Client Services he was overall responsible for the Delivery of all Microsoft Dynamics Projects in South-East Asia and for the Delivery Teams of Tectura in Singapore, Malaysia, Indonesia, Thailand and Vietnam.
- He was also part of the global PMO and leading the deployment and the training of the global implementation methodology TSF and implementing global standards for project and delivery monitoring and quality control. He worked very closely with the global delivery team at this time to make sure that the same standards and approach is used in all countries Tectura was operating in.
- During this tenure he also often jumped into temporary positions parallel for example as Country Manager for Vietnam and later Thailand or taking over the local Delivery Team directly to improve the services in Singapore, Malaysia, Indonesia and Thailand or even took over some large projects himself as Project Manager when they were red flagged and was leading the remediation.
- In the last period of this engagement he was Country Director in Thailand and beside growing the business by 47% in just one year the main achievement was to sell and deliver the first Microsoft Dynamics AX Retail Project in Thailand for Central Retail Corporation and to deliver the solution successfully into their new businesses in Vietnam and Indonesia.

GLOBAL PROGRAM AND PROJECT MANAGER | TECTURA CORPORATION | MARCH 2008 – DECEMBER 2010

- Based out of Ho Chi Minh City in Vietnam for the first 1.5 years and out of Bangkok later he was responsible for managing most of the global Rollout Projects in Microsoft Dynamics AX and NAV coming out of or into South Asia for Tectura. He was fully responsible for the delivery of these projects including resource allocation and planning, budget control, timely delivery and delivery quality.

More Information

- I included only the main employments since moving to Asia in this document out of my over 20 years of experience. For the full history including Education Background, Picture and so on please visit:
<https://th.linkedin.com/in/thorstenleppek>