

MARTIN JAHN

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PROFILE

A dynamic, flexible and passionate management professional with a hands-on mentality and over 13 years of project management experience in handling complex projects. Strong verbal and presentation skills in both English and German. Articulate and persuasive in dealing with all levels of management, peers and staff. A results-orientated team leader who enjoys working with others and possesses a high degree of customer service. Experience spanning defense, automotive and insurance industries. U.S. Green Card Holder.

CORE COMPETENCIES

- Bilingual (German & English)
- Project Management
- Management Consulting
- Lean Management
- Process Optimization
- Strategic Planning and Tactical Implementation
- Intercultural Expertise
- Corporate Development
- Integrated Communications
- Mentoring / Leadership Development

PROFESSIONAL EXPERIENCE

Management Consultant

03/11 – 11/11

Emporias Management Consulting (Munich, Germany)

Implemented consultancy projects in the financial sector, focusing on implementing lean management principles; Interacted closely with client, client's employees and operations teams; Analyzed current business processes and assisted in process design; Executed process improvement and organizational development projects; Gathered, analysed and interpreted key data as well as presented accurate results; Responsible for project documentation

- Realized 20% increase of efficiency and an annual cost reduction of 800,000 EUR by optimizing processes and implementing industrial principles in the back-office of a life insurance company
- Implemented management cockpits / dashboards to monitor efficiencies of teams and increase workforce motivation
- Conducted best practice workshops to ensure standardization of processes

Management Consultant

08/10 – 01/11

Mercedes-Benz Technology Consulting – Sales, Marketing & After Sales Practice (Stuttgart, Germany)

Provided expertise and consulting for Daimler AG to improve its organization and performance; Conducted market and business research in the automotive industry, both quantitative and qualitative; Created detailed questionnaires to address the research objectives of a market study; Conducted interviews to obtain greater insight into the relevant issues; Responsible for process documentation

- Analyzed current post-sales processes and made recommendations to significantly increase post-sales activities / return on investment
- Assisted in the re-modelling of Daimler Trucks' product development process to increase and ensure its reliability
- Analyzed post-sales areas such as organizations, personnel, procedures and processes to maximize performance and achieve set objectives
- Developed a strategy to significantly increase the brand awareness of Mercedes-Benz Technology Consulting by using various social media channels

Communications Manager (Change Management)

12/07 – 06/10

NATO-Headquarters Allied Rapid Reaction Corps (Moenchengladbach, Germany)

War gamed strategic options to validate the headquarters' course of action; Liaised with various formations and civilian agencies to synchronize activities and ensure unity of effort; Advised executive staff on strategic issues of proposed military action plans to ensure the success of planned operations

- Analyzed organizational structures and assisted in the re-modelling of current business processes and structures to improve efficiency and effectiveness of the overall organization
- Developed communications strategies to increase the acceptance of a military engagement and shape the perception of the International Community based on an in-depth understanding of the operational environment
- Analyzed the socioeconomic environment of various audiences to facilitate effective and efficient communications between the numerous stakeholders

Communications Manager

03/07 – 07/07

Regional Command-North – Afghanistan

Established and managed the primary editorial department and print asset in Northern Afghanistan to provide public information to the Afghan population; Recruited suitable Afghan staff; Assessed the information needs of target audiences and developed and delivered the right messages for those audiences; Designed print products (i.e. leaflets, handbills, etc.) in support of NATO's mission in Afghanistan to facilitate social change

- Supervised, mentored and trained 20 local employees to provide consistent delivery of services in austere and constantly changing conditions
- Analysed and identified training gaps and established training programs from external educational vendors to increase performance of the newly recruited employees
- Developed, planned and executed communications activities to drive increased engagement in political processes in the region within tight timelines
- Conceptualized and implemented a regional NATO newspaper to increase local tribal awareness

Multiple Management / Leadership Positions

07/98 – 11/07

German Federal Armed Forces

Led, mentored and trained up to 70 junior level personnel for military operations to ensure readiness and proficiency on all tasks; Conducted and coordinated established leadership, interpersonal and professional courses; Evaluated the performance of 10 instructors and the effectiveness of training programs and provided recommendations for improvement

EDUCATION

MBA in International Management

04/08 – 07/10

ESB Business School Reutlingen University (Reutlingen, Germany)

Major: International Management

Recipient of the International Student/Exchange Scholarship

08/03 – 12/03

Central Connecticut State University, (New Britain, CT, USA)

Business Organizational Behaviour & Psychology

Diplom-Paedagoge (Master's degree in Educational Science)

09/01 – 03/05

University of the Federal Armed Forces (Hamburg, Germany)

Major: HR Management & General Education

TRAINING

Academy for Information and Communication (Berlin, Germany)

Dec 2008

International Public Relations and Communication strategies

U.S. John F. Kennedy Special Warfare Center and School, Fort Bragg, NC

05/06 – 07/06

Military training course with U.S. Special Forces in strategic and tactical level communication campaigns (including support to public and military diplomacy)

CLEARANCES & AWARDS

- Commissioned Officer, retired after twelve years of military service with the rank of Captain
- Holds "Top Secret"/"NATO Secret" Federal Government security clearance
- NATO Non-Article V Medal International Security Assistance Force (ISAF, Afghanistan) and the German Army Achievement Medal