

Curriculum Vitae

Torsten Heiland
Rudolf-Zinkel-Str. 8
07407 Rudolstadt-GERMANY

Phone.: 00493672/ 488563
Fax: 00493672/ 488685
E-Mail: torsten.heiland@gmx.de

Born on 19. June 1976 in Gera
Married, 2 children



UNIVERSITY:	07/1997 - 10/2000	Electrical Engineering University of Cooperative Education, Business College Bautzen Diplom Ingenieur (BA)
EMPLOYMENT:	03/2008 – present	INVENSYS Eurotherm Deutschland GmbH Key Account Manager Systems
	09/2004 - 02/2008	Project Engineering Manager (acting 2009-2010) Johnson Controls Systems & Service GmbH
	10/2000 - 08/2004	Sales Engineer Building Management Systems Ebert-Ingenieure Frankfurt/ M GmbH Consultant engineer for electrical engineering and BMS
	01/2000 - 09/2000 1994 - 12/1999	Ebert-Ingenieure Frankfurt/M GmbH, Diplomate Köstritzer Elektro GmbH Assistant of Management Board, Estimating
LANGUAGE:	->	Englisch (conversational Spoken/ fluence in Written)
SKILLS:	->	Self starter, an over achiever, strategic thinker;
	->	Never satisfied, always looking to improve;
	->	Clear thinker;
	->	Technical knowledge about heat treatment, glass, life sciences, renewable energies and associated industries;
	->	Proven sales record and knowledge about sales techniques;
	->	Excellent negotiation abilities,
	->	Solid interpersonal, organizational and analytic skills
	->	Ability to work in a multicultural environment
	->	Computer literate
HOBBIES:	->	Piano playing, tennis, family

EMPLOYMENT

Year 2008 till today

Key Account Manager Systems (KAM)
Project Engineering Manager Germany (acting 2009-2010)

INVENSYS OPERATIONS MANAGEMENT
Eurotherm Deutschland GmbH
www.eurotherm.co.uk, www.eurotherm.de

- Full responsibility for the growth, development and national management of the Eurotherm systems business in Germany (and Austria and Switzerland) in a product-oriented company
- Monitor of the business volumes for existing and potential customers in chosen industries like Heat Treatment, Glass, Life Sciences, Renewable Energies, Plastic
- Enhance the company reputation in systems business
- National marketing and sales development of all systems relevant products/ solutions
- Identifying and evaluating of new clients and new sales opportunities
- Development and negotiation contracts, examining risks and potentials
- Development of claim management
- Working together with territorial sales forces, transnational teams and vertical Business Development Managers of chosen industries
- Key Account Management of large clients and GKAM`s
- Direct-Sales of DCS (SCADA Software, PAC, sensors, electrical systems, engineering) and maintenance contracts
- Support of sales engineers and project managers
- Increasing of communication between all departments e.g. sales, engineering, support, factories
- Implementation of the system business into the quality management ISO9001
- Counselling the country managers GER-A-CH in all questions
- Support AOP, quarterly forecasting, international tel-con`s
- Hiring of engineers, lead of engineeringteam (acting for 1Year)
- Performance-enhancing in sales, engineering/delivery, negotiation
- Prepare sales & marketing material and presentation for the territory sales force in GER-A-CH
- Development of systems-dedicated estimating- and quotationtools
- Development of templates for tendering & contracting Subcontractors
- Increasing of the sales/ revenue (systems) from 2008 to 2010 more than 200%
- Increasing of systems-margin since 2008 more than 5%

Torsten´s reference No.1 at Eurotherm:

Client: The Japan Steel Works JSW (Hiroshima),
Enduser: TICONA in Frankfurt/M (plastics)
Year: 2008 till today (commissioning)
Scope: Distributed Controls System (DCS), thyristor, cabinets, engineering, FAT for Extruder Heating Control
Value: 280k€
Actions Torsten Heiland: sales-process, estimating whole scope, prepare quotation, communication and negotiation with a new client JSW who is located in Japan, support the project manager, claim management

Torsten´s reference No. 2 at Eurotherm:

Client: Schott AG (Glass)
Enduser: LG Chem in Korea (LCD-Float Glass)
Year: 2010
Scope: Hot end control DCS for furnace with PAC (Programmable Automation Controller), engineering
Value: 135k€
Actions Torsten Heiland: KAM, sales-process, estimating whole scope, prepare quotation, negotiation, FAT, preparing the commissioning with country manager in Korea

Torsten´s reference No. 3 at Eurotherm:

Client and Enduser: Ardagh Glass in Germany (Container Glass)
Year: 2010
Scope: Hot end control DCS for furnace with PAC (Programmable Automation Controller) and HMI, engineering, FAT, SAT, commissioning, training, maintenance contract
Value: 190k€
Actions Torsten Heiland: GKAM, sales-process, estimating whole scope, prepare quotation, negotiation, claim management, lead engineeringteam, after sales

Torsten´s reference No. 4 at Eurotherm:

Client and Enduser: C.A. PICARD (Heat Treatment)
Year: 2009
Scope: control system with HMI and thyristors, engineering, FAT, SAT
Value: 35k€
Actions Torsten Heiland: sales-process, estimating whole scope, prepare quotation, negotiation, claim management

Torsten´s reference No. 5 at Eurotherm:

Client and Enduser: Thyssen Krupp (Heat Treatment)
Year: 2010
Scope: DCS, HMI, receipteditor, thyristors, cabinets, engineering for 12 laboratory furnaces, FAT, SAT
Value: 250k€
Actions Torsten Heiland: sales-process, estimating whole scope, prepare quotation, negotiation

Torsten´s reference No. 6 at Eurotherm:

Client and Enduser: NOVARTIS in Germany (Life Sciences)
Year: 2010
Scope: Environment monitoring- and alarmsystem for pharmaceutical manufacturing, conform to FDA 21 CFR Part 11, GAMP5, cabinets, engineering, FAT, SAT
Value: 400k€
Actions Torsten Heiland: sales-process, development the capability for delivery, translation of documents, estimating whole scope, prepare quotation, negotiation, after sales

Some other references at Eurotherm:

- Pilkington (Float Glass): GKAM, replacement of 3rd party HMI and controllers
- AREVA (Heat Treatment): control system for vacuum oven
- BZAE (solar cells): control system for laboratory (recrystallisation)

EMPLOYMENT

Year 2004-2008

Sales Engineer BMS

Johnson Controls Systems & Service GmbH

www.johnsoncontrols.com

- Direct Sales Building Management Systems and smoke control systems in Germany, turn-key-solutions, products
- Market launch of a new control system for system integrators
- Building up business relationships with existing and potential clients, focus to enduser, EPC and engineering consultants
- Bundle offering of whole portfolio e.g. BMS, valves, sensors and HVAC (YORK)
- Presentation of systems-solution and products
- Development and negotiation contracts based on German laws
- Monitoring competition by gathering current marketplace information on pricing, products, new products and delivery schedules
- Achievement of sales budget and targets given by sales manager
- Preparation of quotation and estimating
- Coordination with German branches

Some references at JCI:

- University Würzburg, BMS (2.000k€)
- Hotel Budersand - Island Sylt, BMS (350k€)
- FRAPORT-Airport Frankfurt, BMS, smoke control (>2.000k€)

Year 2000 - 2004

Consulting Engineer - Electrical engineering and BMS

Ebert-Ingenieure Frankfurt/ M GmbH www.eb-ing.com

- Engineering, consulting and project management (HOAI LP 1-8)
- Consulting of customers (investors, private and public)
- designing, planning and tendering of electrical systems and BMS with project management
- Coordination with public authorities and agency and architects
- Coordination with other engineering offices HVAC

Some references at Ebert-Ingenieure:

- FRAPORT-airport Frankfurt, electrical systems and BMS (3.500k€)
- Police quarter west-hesse (Wiesbaden), electrical systems, communications systems, BMS (13.000k€)
- VGF-Verkehrsgesellschaft Frankfurt, plant for maintenance of trams, BMS (300k€)

Year 1994 - 2000

Assistant of Management Board

(at same time with grammar school and university)

Köstritzer Elektro Gesellschaft mbH and Elektro Heiland GmbH

(two family-owned enterprises)

- Assistant of operative Management of two companies with more than 50 employees