**Werner Zorman**

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**I SUPPORT LEADERS & ORGANIZATIONS ON THEIR JOURNEY TO MASTERY**

**PROFESSIONAL EXPERIENCE**

**Connected Leadership – North America**

*Leadership Development | North America,* Irving, TX 2012 – present

* **Executive Coaching**
* **Leadership Development Programs**

**Nokia | Nokia Siemens Networks – North America** 2002 – 2012

*Transformation Program Manager | North America,* Irving, TX 2009 – 2012

* **Led NAM Service Transformation Program** | 20+ projects to transform our service business, delivery, culture
* **Led Service Excellence Program** in North America | 1500 employees in 2010/2011
* **Certified Service Excellence Course Leader** | Led 35 Workshops / 750 people: feedback score of 8.7 AVG (out of 10)
* **Leadership Development** | Led 25 Workshops / 400 people: feedback score 9.1 AVG (out of 10)
* **Coaching & Executive Coaching** | Coached 45 People / 800 Hours

*Director After-Sales Service | North America*, Atlanta, GA 2006 – 2009

* **Led After-Sales Service Management Team** of 30 After-Sales Service Managers
* **Responsible** for 150 Million Dollar annual After-Sales Service Revenue

*After-Sales Service Manager*, Orlando, FL 2002 – 2006

* **Managed After-Sales Service Business for Cingular Southeast** | Louisiana, Alabama, Mississippi, Florida
* Successfully built customer perception of a great NSN packet core – resulting in a swap of Nortel SGSNs
* **Led Team of 40+ on-site Engineers**
* Cingular’s Executive Director of North Florida said: *“Werner takes care of our GSM network as (if) it would be his.”*

**Nokia | Austria**, Vienna, Austria 1997 – 2002

*Account Manager | Broadband Systems (xDSL) | Austria and Switzerland*

* **Supervisor** of Project Manager, After-Sales Service Manager, Sales Support Manager and Logistic Coordinator
* **1st to Sell** BBS equipment to our incumbent Austrian operator: Amazing experience with great lessons learned like how to establish a relationship with an operator who has long standing relationships with our competitors

*Sales Support Manager | GSM, GPRS and UMTS*

* **Team Leader** of Sales Support Team and **Bid Manager** for GSM, GPRS and 3G tenders
* **Produced 3G Bid Response** of the highest quality that best anticipated operator’s needs – according to our customer;

*Project and After-Sales Service Manager*

* **Responsible for Installation / Maintenance** of GSM and GPRS networks for the biggest GSM operator in Austria
* **Built** Excellent Customer Relationships –**Resulting** **in** successful contract renewals, extremely motivated team, and very healthy margins

*OSS Specialist*

* **Responsible for Installation, Upgrades and Maintenance** of Nokia Operations Support Systems (OSS)
* **First to Install** IP-Router Setup; Successful OSS installations and Upgrades across Europe

**Prior Employment:**

**University of Technology**, Vienna, Austria **|** *Researcher* 1994 – 1996

**Telekom Austria** Klagenfurt, Austria ***|*** *Installation & Integration of Telecom Equipment* 1982 – 1987

**EDUCATION**

**PROFESSIONAL DEVELOPMENT**

**Assisting CTI Leadership Program** | 22 days over 10 months (ongoing)

**CTI Leadership Program** | 22 days over 10 months

**CTI Coaching Program** | Core Curriculum | 120 hours

**Arbinger Conflict Resolution** - **Train the Trainer Session** | 40 hours

**Certified Service Excellence Course Leaders** | Ron Kaufman / Uplifting Customer Service

**NLP & DHE with Richard Bandler** – Co-Inventor of NLP

**Sales, Marketing, Customer Service & Influential Communication**

BID Management, Value Based Marketing, Power Base Selling

Managing Customer Relationships, Leading Intercultural Teams,

Presentation Skills, Project Management, Negotiation Skills

**Technical** | GSM, GPRS, WCDMA, xDSL, HP-Unix, Oracle, Cisco

**University of Technology**, Vienna, Austria 1987 – 1994

*MS Technical Computer Science*

Thesis | Speaker Recognition with Neural Networks

**Gymnasium Klagenfurt**, Klagenfurt, Austria, 1982 – 1987

Secondary Night School | Qualifying for University Entrance

**Telekom Austria**, Graz, Austria, 1979 – 1982

*Apprenticeship | Telecommunication Engineer*