

Roxana Ludwig



QUALITY IS NEVER AN ACCIDENT

Professional Background

08/2020 – present

Project Collaborator for „Digitisation and E-Learning“

04/2019 – present

Trainer for commercial professions

Pfefferwerk Stadtkultur gGmbH, Berlin

- Further development and und administration of the learning platform Moodle in collaboration with the IT department
- Conception and implementation of training courses and support for teachers in using Moodle
- Development of digital solutions for different forms of learning (e-learning, blended learning, video tutorials)
- Monitoring of system usage, functionality and user satisfaction
- Communication of the training content as well as its practical application in the in-house event organisation Pfefferwerk Events
- Participation in the further development of the modularized training courses

10/2018 – 03/2019

Sabbatical

Private time out for family

02/2017 – 09/2018

Director of Operations

Care.com Europe GmbH, Berlin

- Leadership and structuring of 4 management teams
- Budget and personnel requirements planning including personnel selection
- Communication, representation and mediation of management decisions and processes
- Strategic coordination of operational goals and processes with the US parent company

08/2014 – 01/2017

Senior Manager of Operations

Care.com Europe GmbH, Berlin

- Leadership and structuring of 3 management teams
- Coaching employees to improve quality and productivity
- Development of an international customer service (20 countries, 9 languages)
- Link for cross-departmental collaboration

11/2010 – 07/2014

Team Lead Customer Service

Care.com Europe GmbH, Berlin

- Leadership of customer service team members
- Setting and ensuring compliance with departmental goals
- Introduction of standards in communication with customers
- Introduction of a back office system (Salesforce)

03/2010 – 10/2010

Accountant

Campro Scientific GmbH, Berlin

07/2008 – 02/2010

Parental Leave

01/2008 – 06/2008

Accountant

Control Risks Deutschland GmbH, Berlin

12/2000 – 09/2002

Office Worker, Telemarketing Agent and Team Assistant

Staff 2000, Eurocall Ltd, Anglo European School of English, Bournemouth / England

Training

04/2003 – 03/2008

Diploma in Business Administration, FHTW Berlin

Major fields of study: International Management, Accounting

10/2002 – 03/2003

Studies: Public Management, FHVR Berlin

08/2000 – 11/2000

Intensive-language course English, Westbourne Academy, England

08/1999 – 07/2000

vacational university-entrance diploma in Economics, OSZ Bürowirtschaft II, Berlin

01/1997 – 07/1999

Apprenticeship as office clerk (IHK), Internationaler Bund e. V.

Further qualifications

Computer literacy

Microsoft Office, Moodle, Jira/Confluence, Salesforce, Workday, Tableau, WordPress, Clicktools, SurveyGizmo

Further education

qualification as e-Trainer, FernUniversität in Hagen, 09-11/2020
regular leadership coachings, 11/2010-09/2018
trainer aptitude examination (AEVO), IHK, Berlin, 05/2011

strenghts

highly self-motivated, problem solving, communication skills, analytical, efficiency

Berlin, 15th July 2021

