

◇ ERIC WILLIAM PITTS ◇

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Summary

Seeking a position where more than 8 years of operations, customer management, technology and sales experience will contribute. An energetic team player who will add value to your business operations and is able to create an environment motivating staff for best results.

Professional Profile

Personal Profile

- Natural born leader with the ability to quickly adapt to changing and diverse situations.
- Ability to think independently requiring little or no supervision.
- Steady, focused team player committed to professionalism, learning and integrity.
- Superior verbal and written communication skills.
- Proven ability to balance needs of competing groups on controversial issues.
- Highly organized. Experienced handling multiple tasks.
- True passion for all things Customer Service. Proven client service skills.
- Special interests in Relationship Management and Networking (e.g.: www.Linkedin.com).

Career Profile

- Consult effectively using international business, management and technical experience. Fully bilingual in German and English, with special expertise in European markets and trends. Highly analytical; able to optimize operations, the flow of information and business processes.
- Revenue Consultant specializing in Sales/Customer Service Improvement, Maintenance and Training
- Proficient in all common network and productivity software. Extensive soft-/hardware and system management comprehension.
- Applications: MS Windows , Office/Adobe Acrobat/Navision/CMS/CRM systems

Languages Spoken *English, German, French*

Other Facts *Well-traveled and well-read (history/politics), horse-back riding counselor, soccer referee (DFB)*

Professional Experience (References Upon Request)

AUG 2007 to present

Pitts Worldwide

Business Management Consulting (Owner)

San Francisco Bay Area, California / Frankfurt a.M., Germany

- Applying my skills and intercultural experience, I am helping small to medium sized businesses in the Bay Area and Germany to get their feet on the ground.

NOV 2005 - JUL 2007

Smith & Nephew GmbH

Supervisor, Customer Management (Operations)

Hamburg / Germany

- Responsible for inter-departmentally coordinating all relevant business issues (mainly between Marketing, Sales, Management and Accounting/Controlling)
- Led, trained and developed customer service employees, delegating tasks, duties and proper training for maximum efficiency.
- Restructuring of outdated Customer Service structure while successfully integrating new business processes to maximize availability to the customer base.

APR 2004 – SEP 2005

Bechtle GmbH

Strategic Sales Consultant

Frankfurt am Main / Germany

- Provided Client Relationship Management to Key Accounts
- Identified marketing potentials and formulated business strategy, including pricing and targets.
- Frontline Pre-Sales, Sales and Post-Sales (Consultative selling process).

JUN 2002 - MAR 2004

INS Systems GmbH

Project Coordinator (Sales Department)

Oberursel am Taunus / Germany

- Managed projects for global companies (e.g.: BASF, Bombardier, Continental Teves) ensuring that all required personnel, equipment and documentation as defined by the fulfillment terms of the contracts were in place and ready by the set date.
- Coordinated directly with foreign Customs Departments all over Europe to ensure that all Customs requirements were met.
- Right hand to the Sales Manager providing executive support.

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SEP 1999 - MAY 2002

Factor m GmbH

System Engineer / Pre-Sales Consultant

Frankfurt am Main / Germany

- Daily administration, maintenance and troubleshooting of LAN/WAN/Windows-Network/servers and clients
- Troubleshooting various computer, printer and network issues in order to guarantee client's productiveness (1st, 2nd and 3rd Level Support). / Pre-Sales Consulting

MAY 1998 - FEB 1999

University of California at Berkeley (*part-time*)

Computer Laboratory Assistant

Berkeley, CA

- Providing IT (hard-/software, LAN, WAN, printers) support to students and professors

APR 1997 - FEB 1999

Air Canada

Customer Sales & Service Agent

Frankfurt (FRA), Germany and San Francisco (SFO), CA

- Aircraft Services Coordinator (responsible for aircraft while on the ground)
- Passenger Services, Ticketing

SEP 1995 - FEB 1997

OS Aviation Security

Supervisor, Aviation Security (FRA, SXL, HAM, DUS)

- Supervision of staff at various German airports
- Training of staff according to FAG (now Fraport) standards: Baggage/Passenger screening, Passport Control, Aircraft security

Education & Certifications

GKS Voc. Business College – Bad Homburg, Germany

IT Business Economist Degree – (*Majoring in Computer Sciences & Business Economics*), 2002

Friedrich-Dessauer-Gymnasium (High School) – Frankfurt am Main, Germany

German High School Diploma (Abitur, 13 years), 1996

GED – High School Equivalency Certificate, State of California, 2008

Management Development Training

- Leadership Management Course Basic & Advanced at Traicon GmbH in Frankfurt am Main, Germany

ECDL – European Computer Driving Licence (<http://www.ecdl.com>)

Various certifications from Hewlett Packard, Fujitsu-Siemens and Siemens