

MICHAEL KICKINGER

Passionate leader for excellent company, customer and employee solutions



48° 18' 43.729" N
16° 19' 3.835" E



PROFILE

Experienced **Manager** with long-term expertise in service, sales and customer relationship management functions at different industries (telco, finance, transport). **Networker** with strong communication skills and focus on customer-oriented solutions to maximize efficiency, customer satisfaction and sales results. Strong **Motivator** with clear focus on long-term solutions, who enjoys to take over strategic and operational responsibility.

PERSONAL DATA



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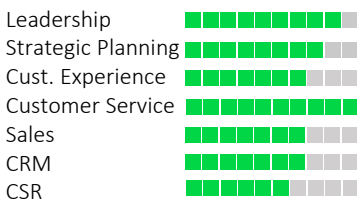


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Albrechtstrasse 83-85
3400 Klosterneuburg
AUSTRIA

KNOW HOW & SKILLS



LANGUAGES



INTERESTS



PROFESSIONAL EXPERIENCE

May 2018 - ongoing



Senior Vice President Customer Relations

Responsible for service and sales targets + 550 employees. Merger of T-Mobile and UPC customer relation as part of Magenta merger project. Implementation of synergy potentials via digitalization of services, AI solutions and WhatsApp as service channel. Planning and implementation of customer experience concepts. Optimization of outsourcing partners.

May 2015 – May 2018



Vice President Customer Service

Responsible for service and sales targets + 220 employees. Development of a new service strategy as a differentiator in the telco industry. Innovative self-service solutions (chat, community) as part of an AI customer service platform (TINKA) and In-App Messaging solution. Implementation of a cloud-based CRM solution (Salesforce), an agile service organization and new mobile working concepts.

May 2008 – May 2015



Country Manager UCDS Austria

Successful performance of services and sales tasks for Hypovereinsbank in Germany and Bank Austria in Austria +200 employees. Implementation of direct sales strategies. Responsible for strategic and operational decisions in Austria. Development of a new performance measurement system.

July 2003 – May 2008



Competence Manager Consumer & Head of Customer Care

Implementation of sales, contact and service strategies + 260 employees. Ensuring high-quality customer experience processes. Conception and development of a Balanced Scorecard system for the measurement of relevant goals and KPIs.

April 2001 – July 2003



Head of Customer Relations & Complaints Management

Complaints management +23 employees. Merger of 3 departments (Austrian, Lauda & Tyrolean Airlines). Development of automated feedback solution system & innovative incentive systems (CairVoucher) for ad hoc solutions.

Nov 1996 – April 2001



Head of Loyalty Programs & Customer Care, Marketing Executive, Trainee

Responsible for Frequent Flyer programs, complaints, customer surveys & market research +17 employees. Development of a call center hotline & reservation system & complaints management system. Conceptual customer database design.

EDUCATION

Certified Sustainability Manager

2011 & 2014

Several Management Training Programs

2000 - ongoing

Master Economics & Business Administration

1989-1996 Vienna University for Economics and Business

1994 Summer Study Program Miami University Oxford OHIO

Officer Training Austrian Army

1988-1989