

andres

petra andres / diplom-kauffrau

profile

As an independent consultant with an expertise in analyzing and structuring, I can help you and your organization meet your challenges from the first steps of planning through to implementation. My approach is holistic and system-oriented as well as individualized and candid.

A sounding board that sees the big picture but also keeps the specific objective in focus, I will ensure the right steps are taken at the right moments.

Range of Services

- Identify, name, structure and prioritize issues
- Understand current situation, articulate desired objective and analyze discrepancies
- Design measures and communication strategies
- Manage stakeholders and operational implementation

Service Elements

- Facilitation
- strategic workshops (e.g. identify key objectives)
- taskforces (e.g. identify and dissolve recurring dysfunctions in processes)
- (regular) meetings (e.g. project review board)
- Interviews (e.g. understand needs of a specific process interface)
- Discussions (e.g. achieve personal buy-in of a specific stakeholder)
- Presentations and documentation (e.g. results of a workshop)
- Mutual assessment

Projects

- T-Online: design, communicate and implement new service concept
- E-Loan Europe: coach management team
- equant: design order-to-cash management

As well as many other national and international projects for Deutsche Lufthansa, T-Online, Deutsche Telekom, T-Systems, equant/ Orange Business Services, NTT, debis Systemhaus and others.

Vita

- Free-lance consultant (since 1993)
- Personal Assistant to the CEO, debis Systemhaus Network Services GmbH (1991 -1993)
- Diplom-Kauffrau
Wissenschaftliche Hochschule für Unternehmensführung - WHU - Otto Beisheim School of Management, Vallendar, Germany
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