

DANIEL HENDLING CURRICULUM VITAE.



1999-2007

**Magenta
(T-Mobile)**

2005-2007
Self Service Manager,
Head of Infomanagement
& CRM

2001-2005
Information &
CRM Manager

1999-2001
Manager Online &
Complaints Team

2007-2011

**Deutsche
Telekom**

2010-2011
International Program
Manager – Mobile
Web & Apps

2007-2009
International Program
Manager – Voice (IVR)
& Mobile Self Service

2010-2020

**PMI Austria
Chapter**

2016-2020
President

2014-2015
VP Education &
Membership

2012-2013
VP Volunteers &
Membership

2010-2011
VP Communications
& Member Relations

2010-TODAY

HENDLING
PEOPLE
CENTERED
PROJECT
MANAGEMENT

CLIENTS

Austrian Airlines
Borealis
Ceratizit / CBCT
Dachser
Deutsche Telekom
E/G Electro Graph
Essilor
GM / Opel
Harman AKG Acoustics
Huawei
Hutchison Drei
Licht für die Welt
Lufthansa
Plansee
PremiQaMed
Raiffeisen Bank International
Stadt Wien
Thermo Fisher Scientific
Triumph International
Magenta (T-Mobile)
T-Systems
UNIQA
Wolf Theiss Rechtsanwälte

PARTNERS

DYNACT Management Consulting
next level consulting
pmcc consulting

UNIVERSITIES

FH Wiener Neustadt
FH Technikum Wien
Montanuniversität Leoben

DANIEL HENDLING REFERENCES & EXPERIENCE.

PEOPLE MANAGEMENT

Magenta (T-Mobile) // Manager Online & Complaints Team;
Head of Info Management & CRM

PMI Austria Chapter // Board of Directors / President

PROJECTS & PROGRAMS

Magenta (T-Mobile) // Web self service portal & online billing;
Intranet knowledge base incl. standardized-text-tool; Relaunch of
customer billing incl. implementation of email invoicing;
Relaunch of welcome communication

Deutsche Telekom // IVR voice portal incl. speech recognition and
biometric voice-print; Mobile self-service via mobile web and app

Harman AKG Acoustics // Development of an aviation head-
set – product development with industrial design stretching across
mechanical, electronic and software development all the way to
mass production

Austrian Airlines & Lufthansa Group // Implementation of a
real-time dynamic pricing solution; program management in revenue
management and change management

COACHING & CONSULTATION

Licht für die Welt // Project management and organization
development, as well as coaching

PremiQaMed // Introduction of project management and coaching

Hutchison Drei // Culture development in project management

Plansee // Progression in project management

GM / Opel // Progression in project management

TRAINING & COACHING

Austrian Airlines // **Borealis** // **Ceratizit / CBCT** // **Dachser** //
Deutsche Telekom // **E/G Electro-Graph** // **Essilor** // **Huawei** //
Hutchison Drei // **Lufthansa** // **Plansee** // **Raiffeisen Bank**
International // **Stadt Wien** // **Thermo Fisher Scientific** //
Magenta (T-Mobile) // **Triumph International** // **T-Systems** //
UNIQA // **Wolf Theiss Lawyers**



STANDARDS

Contributor to the Project Management Body of Knowledge PMBoK® as well
as the Competency Development Framework from the Project Management
Institute PMI®; Contributor to the Change Management Standard of the
Association of Change Management Professionals ACMPP®

BRANCHES

Telecommunication & IT
Magenta (T-Mobile), Deutsche
Telekom, T-Systems, Huawei,
Hutchison Drei

Transport & Traffic
Dachser, Lufthansa,
Austrian Airlines

Public Sector
City of Vienna

Banking
Raiffeisenbank International,
UNIQA

Industry
orealis,
Ceratizit / CBCT,
E/G Electro-Graph,
Essilor, Plansee,
Thermo Fisher Scientific

Automotive
GM / Opel

Crafts & Trades
Triumph International

NPO/NGO
Licht für die Welt

PROJECT TYPES

IT Implementation
Magenta (T-Mobile),
Deutsche Telekom,
Austrian Airlines,
Lufthansa

**Communications
Strategy**
Magenta (T-Mobile)

Product Development
Harman AKG Acoustics

COUNTRIES

China // **Germany** // **UK** // **Indonesia** // **Macedonia** //
Netherlands // **Nigeria** // **Austria** // **Poland** // **Slovakia** //
Czechia // **USA**

