

Marcel Bielefeldt



Date of birth

01. February 1979

Residence

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E-Mail

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Phone

On request

## Employments

Jun 2018 - Today

### Senior Business Development Manager

Wirecard Communication Services GmbH

- Supporting business realignment due to global changes
- Supporting definition of a global contact center solution
- Developing new service concepts and further development of existing services
- Consulting on an internal and external level
- Controlling - including optimization of costs and processes, budget planning
- Evaluating company- and project related reports
- Interface between the departments and entities of the Wirecard group

2003 - Today

### Freelancer

- Webhosting
- IT services
- Definition and implementation of IT projects
- Concept creation and development of software solutions
- Programming

Concept design and project execution within an array of fields such as:

- A backend system for a big outdoor product testing blog
- A tailored booking system for the biggest US cars and limousine rental in Berlin, Germany
- A custom booking system for a travel agency
- Whole set up of a new IT infrastructure for a travel agency
- Website development to provide B2B online presence for small and medium-sized enterprises

Dec 2011 - May 2018

## Sales Manager

Wirecard Communication Services GmbH

- Distribution of services, acquisition
- Price and contract negotiation
- Development of new service concepts and further development of existing services, opening new markets
- Representation of the company at exhibitions, fairs and conferences
- Marketing according to CI and CD
- Intense consultation of potential new customers and partners
- Implementation of new projects, national and international, with final handover to project management
- Monitoring of existing projects, optimization and adjustment of existing processes, implementation of new processes
- Key accounting
- Controlling including optimization of costs and processes, budget planning
- Internal consulting of team leaders, sales and employees of the Wirecard group
- Interface between the departments and entities of the Wirecard group

Jun 2009 - Nov 2011

## Project Manager

Wirecard Communication Services GmbH

- Implementation of new projects, national and international, with final handover to project management
- Monitoring of existing projects, optimization and adjustment of existing processes, implementation of new processes
- Accounting / key accounting
- Controlling including optimization of costs and processes, budget planning
- Internal consulting of team leaders, sales and employees

Jan 2006 - May 2009

## Senior Team Leader

Wirecard Communication Services GmbH

- Operational responsible for various national and international projects from technical B2B and B2C customer soft- and hardware support
- Implementation of new projects, national and international
- Staff responsibilities, workforce planning according to project requirements
- Recruiting of new employees according to project extensions or new projects
- Training and coaching
- Accounting
- Reporting to executive board / CEO
- Close communication with team leaders and senior team leaders

Apr 2004 - Dec 2005

## Home-Office Agent

Infogenie AG

- Technical B2C and B2B support with focus on gaming, software and hardware
- Solving customers issues and complaints on the assumption of permanent customer satisfaction

Apr 2003 - Mar 2005

## Self-employed Developer

Marienkäfer Reisen GmbH

- Conception and development of a custom booking system including automated invoicing and optimal seat assignment
- Permanent further development according to end customer needs and travel requirements
- Conception / implementation of the IT infrastructure
- Administration of the IT infrastructure

## Education

2004 - 2009

### Applied Computer Science Studies

FHTW Berlin (now HTW Berlin)  
Graduation: Diplom Informatiker (FH)

2000 - 2004

### Computer Science Studies

Freie Universität Berlin

1998

### School

Anne-Frank-Gymnasium Berlin  
Graduation: Abitur

## Skills

- ✓ Business Development
- ✓ Customer Service Outsourcing
- ✓ Customer Success
- ✓ Controlling / Budget planning
- ✓ Accounting / Key Accounting
- ✓ Marketing
- ✓ Consulting
- ✓ Market Development
- ✓ MS Office / MS Windows
- ✓ PHP / MySQL / HTML
- ✓ VBA
- ✓ Price / Contract negotiation
- ✓ Staff Responsibilities
- ✓ Customer Communication
- ✓ Process Optimization
- ✓ Project Conception
- ✓ Project Implementation
- ✓ Project Management
- ✓ CRM
- ✓ ACD Software
- ✓ OTRS

# Languages

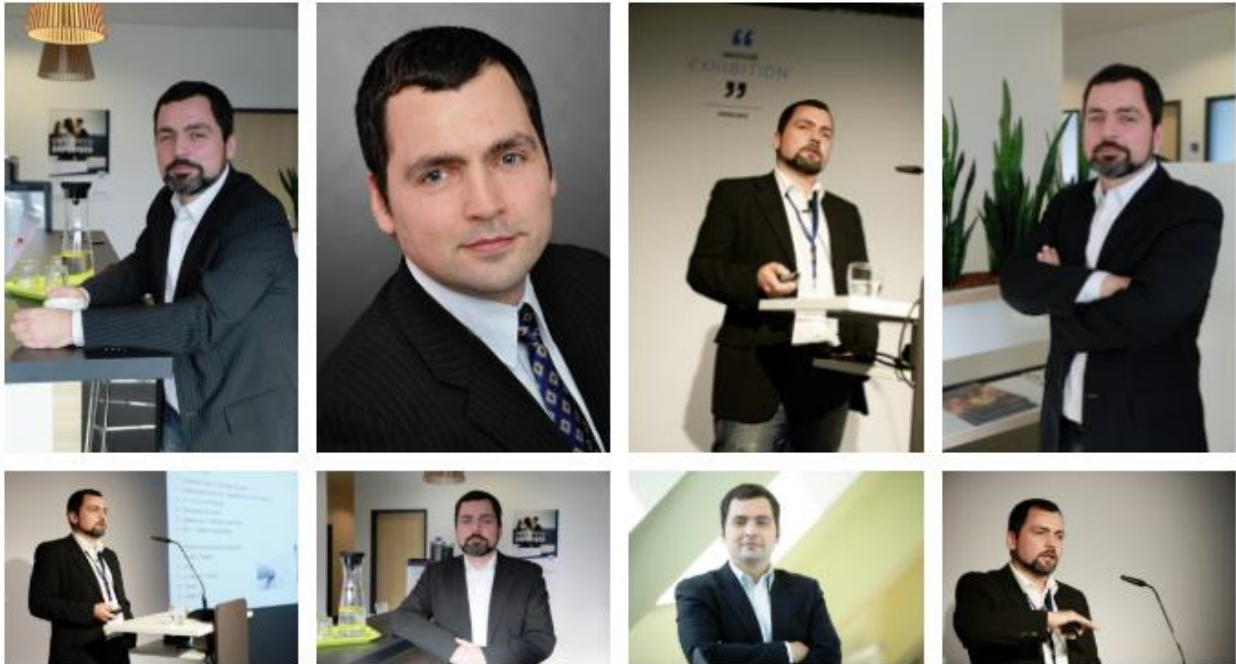
German (mother tongue)



English



# Photos



# Degree Certificate

## Grade Transcript

This is to certify that  
Mr **Marcel Bielefeldt**  
born on 1 February 1979 in Berlin  
has passed the degree examination in

**Applied Computer Science**  
specialising in  
**Multimedia**

at the Hochschule für Technik und Wirtschaft Berlin -  
University of Applied Sciences.

Overall grade achieved in the degree examination:  
» **good** «

Berlin, 19 May 2009

  
Head of Examination Board



  
President