

Job Shadowing Nr. 1044

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## Job Position.

Head of Regional Service & CX Journey Management Central Europe

## Person.

I finished my Bachelor of Arts in International Management, at THD back in 2015. My Masters of Science in Marketing & Communication I completed at FOM Munich in 2019. Right now I am working as Head of Regional Service & CX Journey Management at HILTI Logistik in Kaufering near Munich.

## Arbeitsbereich.

I am responsible for 8 markets across Central Europe, where we make sure that existing logistics services are running. In addition we screen the markets to identify new trends and develop new services of the future.

In my role as CX Journey Manager we analyse the so called order to payment journey to improve the customer experience across our region central europe.

## Unternehmensname.

HILTI Deutschland Logistik GmbH

## Gewünschte Eigenschaften des Studierenden.

Bachelor & Master students:

- International Management
- BWL
- Strategic & international management

Students with interest in:

- Logistics
- Supply Chain Management
- Project Management

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## Info für Studierende

Bitte senden Sie ihren Lebenslauf und das ausgefüllte Bewerbungsformular unter Angabe der Job Shadowing Nr. an [Job.Shadowing@th-deg.de](mailto:Job.Shadowing@th-deg.de)