

Volker H. Dietz

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Personal Data:

Tuchstraße 21 | 42477 Radevormwald | Germany



Management expert with extensive sales experience in the B2B area

A nationally and internationally experienced leader with extensive expertise in the areas of sales, business and portfolio management as well as the support of prioritized key accounts. Hands-on mentality and proven track record in managerial positions in the management of major retail and industrial companies. Well-versed in the development of business strategies and the foresighted establishment of sustainable customer relationships with companies in the one to two-digit million range. Confident in strategic negotiation at different levels. Strong communication skills and customer-oriented. Experienced in leading interdisciplinary and international teams through exceptional intercultural competence. Able to inspire employees for common goals through recognition and role model function.

- Business Development
- Development and management of new business areas
- Sales and project management
- Key-Account-Management
- Process & quality management
- Planning, management & control
- Market observation & analysis
- Strategic contract negotiations
- Interface Management
- Customer acquisition & support
- Interdisciplinary collaboration
- Participatory leadership style

Professional highlights

- Achieving a striking 13.5% increase in sales to € 67 million
- Achievement of ambitious sales targets through acquisition of approx. € 90 million
- Technical and disciplinary management responsibility for up to 173 employees
- Systematic expansion of the international market presence in coordination with internal and external actors
- Development and implementation of a cooperation model with a major national trading partner

Professional background

Werkstatt Lebenshilfe Bergisches Land GmbH | www.lhbl.de

Project manager & department manager warehouse / logistics, IT services, catering / housekeeping

(2017 – 2019)

Project management of a new branch and function as interim department head with interface function and management of 80 employees. Risk assessments of all LHBL elevator systems as well as participation in occupational safety instructions and occupational safety committee meetings. Carrying out a market analysis for an organic market in a shopping arcade, including deriving recommendations for action. Development of a framework plan for the separation of livelihoods and specialist services within residential facilities. Quality management support in preparing for the audit.

- Establishment of a branch for 65 employees
- Obtaining orders with a six-figure order volume in the area of IT services
- Concept and implementation of a digital calendar for the canteen catering of approx. 250 employees

E/D/E GmbH | www.ede.de

Head of Central Department Europe

(2015 – 2016)

Central processing of interdisciplinary member matters and creation of structures in the production connection trade. Interface management between logistics, IT, organization, disposition, ETRISBank, accounting and controlling. Creation of internal process and organizational instructions and responsibility for the content of the international extranet as well as updating information brochures for international suppliers and customers. Carrying out sales analyzes and further developing existing service offers in the B2B area. Responsibility for 8 employees.

- Transfer of the comprehensive contracts of the purchasing association in 12 language versions
- Further development of central services and contract management for European members

Pressol Schmiergeräte GmbH | www.pressol.com

Sales Manager

(2013 – 2015)

Planning, control and monitoring of all activities in B2B sales as well as personal support for dealers, original equipment manufacturers, exporters and purchasing associations in the areas of hardware / tools, automotive, mineral oil and agricultural and ship requirements. From 2014 additional responsibility for the business areas Spain and South America.

- Responsibility for 6 commercial agencies and sales of € 2.6 million
- Acquiring important new customers and achieving an international catalog presence
- Key customer recovery and sustainable further development of cooperation

Other positions

Sales manager and authorized representative, Bierbach GmbH & Co. KG Befestigungstechnik | www.bierbach.de

Sales Manager, Heliotron Kerzen GmbH | www.heliotron.com

Managing Director, Wagener & Simon WASI GmbH & CO. KG | www.wasi.de

General Sales Manager International, Vedes AG | www.vedes.de

Head of Central Department, E/D/E GmbH | www.ede.de

Training

Staatlich geprüfter Betriebswirt

FDE Business School Wuppertal | Degree equivalent to the Bachelor according to level 6 of the DQR / EQR

Wholesale and foreign trade merchant

Carl Pfeiffer KG – Stockach

Further education

Mission statement, vision and strategy workshops | WLH | 01-05/2019

Business English | Exam center of the London Chamber of Commerce | 06/2016 - 07/2016

Principles of central settlement for suppliers | E/D/E | 07/2015

Process and quality management | E/D/E | 07/2015

commercial agent law | training Institution Westfalen-Mitte e.V. | 11/2011

Instructor Certificate of Eligibility | Chamber of Commerce and Industry Wuppertal-Solingen-Remscheid | 09/1987

Other Qualifications

Technical knowledge

Microsoft Office Suite (Word, Excel, PowerPoint etc.) | QlikView | ConSense

Language skills

German: Mother tongue | Englisch: fluent (B2-Level) | French: Basic knowledge

Engagement

ChildFund Germany | Flood victims Sri Lanka e.V. (Founding member)