

# Konstantin Gerner BSc, MSc

Business Consultation / Reflection on Security & Politics

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Native German, Fluent in English

Permission to work in the EU and UK

## Key Skills Summary

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- Comprehensive **project- and crisis management** capabilities through coordinating and compiling a Covid-19 emergency plan for a bakery chain with 45 stores.
- Experienced **account management** demonstrated when managed 60+ accounts with an MRR of up to three million dollars.
- Proven record of **collecting, analysing, and interpreting quantitative and qualitative** data.
- Strong **cultural literacy** by having studied and worked in six countries across Europe and Asia.
- Comprehensive **IT knowledge** and trouble-shooter, including an intermediate understanding of visual data, picture, and video manipulation.

## Employment History

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KG | Konstantin Gerner (own business) | Kaltenleutgeben, Austria

**CEO & Business Consultant** ▫ Feb 2022 – Present

- Accredited as a 'management consultant limited to business structures, human resources- and risk-management' in Austria.
- I am helping businesses cope with the Covid-19 crisis and developing easily understandable process flow maps to improve communication and responsibility structures.

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Franz Felber & Co. GmbH | Vienna, Austria

**HR & Project Manager (Mitarbeiter & Projekte)** ▫ Oct 2019 – Oct 2021

**Retail Salesperson (Seasonal)** ▫ Dec 2016 – Oct 2019

**Marketing & Communications Executive** ▫ Sept 2016 – Dec 2016

- Represented the company as the Covid-19 Crisis Manager for one year.
- Spearheaded and administered 15+ ideas and concepts on repositioning the bakery chain in the face of the Covid-19 crisis.
- Identified ineffective workflow processes and mastered the permanent reorganisation of shift scheduling procedures for 250 employees to increase labour efficiency.
- Developed 80+ guidelines and training sheets for district managers and store employees.

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Cisco Systems International BV | Amsterdam, The Netherlands

**Customer Success Manager** ▫ Aug 2017 ▫ Aug 2018

- Collaborated with ten other members of the 'Collaboration Technology Group (EMEAR)' for Cisco's video collaboration software solution Webex.
- Administered 60+ medium sizes to high tier EMEAR accounts (MRR ~250.000\$) to foster a long-lasting relationship.
- Constantly analysed hundreds of customer's usage statistics of Webex to engineer and run individualised onboarding sessions.
- Achieved a maximum of customer satisfaction by monitoring customer's feedback and engaging with five+ of Cisco's cross-functional groups.

Safety Concepts; Hrenecek | Vienna, Austria

**Security Officer (Freelance, Events)** ▫ *Sep 2013 – Dec 2020*

5C Alliance Holding B.V | Utrecht, The Netherlands

**Technical Customer Service Agent** ▫ *Dec 2016 – Aug 2017*

OMV Austria Exploration & Production GmbH | Gaenserndorf, Austria

**Internship: Health-Safety-Security-Environment-Department** ▫ *Feb 2016 – Jul 2016*

FH Campus Wien, University of Applied Sciences | Vienna, Austria

**Student Project Assistant** ▫ *Mar 2014 – Jul 2015*

## Education

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University of Vienna | Vienna, Austria

**Political Science (Part-time & Distance), Master of Arts** ▫ *Oct 2020 – Present*

- Mastering research skills in **inductive qualitative research** while focusing on social in-securities and European (migration) policies.
- Conducted three+ **in-depth qualitative interviews** to assess social-behaviour changes in the wake of the Covid-19 pandemic.

Courses (Selection): Qualitative Methods of Empirical Social Research, The EU and the governance of migration, EU's Foreign Policy and Conflict Resolution

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Loughborough University London | London, UK

**Security, Peace-Building and Diplomacy, Master of Science** ▫ *Oct 2018 – Oct 2019*

- Explored the link between national and global security and the role of peace-building in developing multi-layered communities and nations.

Courses (Selection): Diplomatic Communication, Foreign Policy Analysis, Guided Diplomacy, International Security, Peace-building, The Art of Governance.

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University of Applied Sciences (FH Campus Wien) | Vienna, Austria

**Integrated Safety and Security Management, Bachelor of Science** ▫ *Sept 2013 – Nov 2016*

- Acquired detailed knowledge about risk assessment in the field of “people- infrastructure - organisation”.
- Completed an Erasmus+ course in ‘International Business for Emerging Markets’ in the Netherlands.

Courses (Selection): Crisis, Risk- and Security Management, Environmental Management, Occupational safety, Quality- and Process Management

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## Other Interests & Qualifications

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- Recently started with my new blog about the [Capitalisation of Fear](#).
- Visited three extracurricular University courses and exchange programmes in New Delhi (India), Espoo (Finland) and Berlin (Germany).
- Certified Business Continuity & Corporate Security Manager, Safety Expert and Quality-, and Risk Manager.
- Trained **Public Speaker**, attended four courses during my bachelor and masters study.