



Sandra Klinkenberg



SANDRA KLINKENBERG •
Beratende Betriebswirtin
☀ Sandra-Klinkenberg.de

Personal Data

SANDRA KLINKENBERG

31303 Burgdorf, Germany

Mobil: +49 5136 906 3677

Mail: info@Sandra-Klinkenberg.de

Web: www.Sandra-Klinkenberg.de

Fields of activity Manager and Executive, Expert,
independent Advisor
- intersectoral, trans-sectoral -

Date of birth July 1975

Profession **Advisory Business Economist**
GER liberal / FREE-PROFESSION

Core competency holistic sustainable economy, business, corporate and organisational development •
STRUCTURE DEVELOPMENT

Fields of action: Re-Structuring, Re-Organization and turn around as well as holistic sustainable business, corporate and organisational development » Strategy, organisation, leadership, integration, activation and improvement

Level: Director, Executive or Board in the field of Corporate Development and Management; Supervisory Board -- CRO, CDO, CIO, COO, CEO - CxO » Advisory and coaching assignments; Interim mandates; projects - sector & division independent - **place of action:** national, European or worldwide; German contract

Expertise - Skills

- **STRUCTURE DEVELOPMENT** • also infrastructures including analysis, risk, control and governance systems e.g. COBIT, ICS • Integrative Management Systems©
- Target definition and strategy planning, development, integration
- Business, corporate and holistically organisational development, cultural development
- Sustainability, Continuity and Resilience
- Process Management: Process Ergonomics – business process analysis, development and optimization, business process management and development; ESM, E2E, C2C ...
- Corporate Social Responsibility (CSR) and sustainability management – ISO26000/ONR192500 focal point: company and CSR; Global Compact – 10 Principles, GRI sustainability report, relevant systems, methods and procedures
- Quality Management and Business Excellence: Quality (QM) and Total Quality Management (TQM), ISO 9000, ISO 9001, ISO 9004, ISO 19011; process analysis, organisation, implementation in PDCA cycle, CIP and lessons learned, audits, assessments, validation, development planning, preparation and implementation, reporting and communication; EFQM etc.
- BCM Business Continuity Management – ISO22301
- ITSCM IT-Service Continuity Management – ISO 27031 etc.
- Emergency and crisis management
- ISMS Information Security Management System – ISO 270xx, ISO27001
- Project Management: project leader, PMO, organisation, coordination and management, phase planning, project consolidation, program and portfolio management, project development, project coaching, teambuilding and development, construction project management, change management
- Category Management; Big Data, AI, etc.; ESM, Enterprise-Service-Management, E2E, C2C, ...
- Proven references in the management of complex projects
- Successful negotiations at national and international level
- Provider and seeker in balanced manner - supporting and demanding with a clear focus
- Cooperative executive and team member, entrepreneurial manager, motivator
- Solution consultancy in complex programs
- Sparring partner and project coach for professionals and executives
- Familiar with international group requirements and structures in management and development, across divisions

Functions as Adviser, Sparring Partner, Trainer, Coach, Developer, Interim / Manager, Executive, Officer, Assessor, Validator, Auditor • internally appointed DPO • appointed Auditor

Studies, training, qualifications and certificates

I am an Advisory Business Economist ((PhD Level 8 EQR), eq. MBA - Management and Economics). My training I realized at the adult professional education in Germany. Germany affords the possibility of an academic qualification at the alternative way along with recognition of the liberal / free profession of Advisory Business Economist to catalog of liberal / free professions (Advisory political economists and business economists) under examination and recognition of professional training, work experience and further training steps. I have chosen this way with the benefit of long-term practical experience.

12/2014	ISMB, DGQ information security management officer, P/ISMB/1402-133 (DGQ - German Society for Quality, Frankfurt am Main)
08/2014	BCM, Business Continuity Management, internal Auditor (4m2s GmbH, Switzerland)
07/2013	Vocation to DQS-UL CFS Auditor
04/2011	EFQM Excellence Validator (EFQM, Brussels, Belgium; ILEP Germany)
03/2011	EFQM Excellence Assessor (EFQM, Brussels, Belgium; ILEP Germany)
12/2009	EOQ CSR & Sustainability manager, AT10CSRM-12; 65265 Corporate Social Responsibility & Sustainability manager, CSR/09/0004 (European Organisation for Quality, Brussels, Belgium; Quality Austria, Linz, Austria)
04/2004	DGQ Quality manager, P/QM/0406-005 (DGQ - German Society for Quality, Frankfurt am Main)
12/2002 - 01/2004	Diploma Interior design / Interior Architecture (ils, Hamburg)
03/1997 - 03/1997	Assessment of working conditions as per section § 5 of the German work and safety act / working-space analysis (Hungenberg u. Hlawna Unternehmensberatung GmbH, Munich)
01/1996 - 06/1996	Business Information Technology Certificate (Economic and Social Academy, Bremen)
01/1995 - 06/1995	Certification as trainer for apprenticeship / professional training in industry and trade (Chamber of commerce, Bremen)
1994	Seminar/Training Accountancy, Accounting and Business management, up to state certified accountant (Economic and Social Academy, Bremen)
08/1992 - 01/1995	Dual system - apprenticeship / professional training shortened due to good knowledge and results, Commercial Assistant - investment/capital goods
...	...
08/1982 – 06/1992	high school

Languages

- German: mother tongue
- English: business fluent

IT

- Microsoft Office inclusive Visio and Project
- Lotus Notes
- Mind Manager
- INDART Professional®
- INDITOR

Strengths:

- quick analysis of structures under consideration of strategies, targets and cultures
- solution proposal for integrating effective adaptation, optimization or development
- explanation of the necessity and motivation for changes as well as introduction into themes and subject areas
- entrepreneurial manager and cooperative executive, as well I like to work in cooperative teams and I create a positive, team and service-oriented atmosphere
- highly motivated specialist in structural development, expert for integrated management systems; holistic sustainable business, corporate and organisational development

curriculum vitae

- 07/2002 – dato SANDRA KLINKENBERG • Advisory Business Economist; independent Business & Management Advisor; commercial & technical Advisor, Project Coach, Sparringpartner for Specialists and Executives, Interim Manager • Officer • Auditor
- 09/2015 – 10/2015 Director Training & Development, EFQM Brüssel (employee)
responsibilities: budget 1 m/bill.€, disciplinary 3 people;
supporting the development of excellence within and beyond Europe
- 11/2014 – 03/2015 Consultant, IQ Professionals GmbH, realisation of an order from my former company - SK.
Consulting & Development: *Space Industry - Catalogue of failure data for safety & dependability analysis - project and organisational failure - incl. a general and generic data set_Compilation and Author: Sandra Klinkenberg;*
Student Advisory economy, state. certified business economist, IQ Wirtschaft GmbH Region Hamburg and Hanover – IQ Bremen GmbH (employee)
- 09/2013 – 10/2014 (IT-)Consultant for management systems, CONTECHNET Ltd., Sehnde (employee)
Consulting, training and project coach for emergency and crisis management in case of the initial implementation of an emergency management and (IT-) emergency planning with INDART Professional®;
Area Manager for Qualification and Certification
- Customer:** small, medium and large companies up to corporate groups, authorities and state-institutions
Customer Branches: Logistic, Travel and Tourism, authorities and state-institutions, Finance companies, automotive industry, aerospace industry, ...
- 01/2009 – 12/2011 KULTURclub by Sandra Klinkenberg
- Product Development for own Company
 - Development of a Training and Coaching System to support the maintenance of sustainable and consistent decisions incl. software module in the licensing system
 - Conduct initial advisories
- 07/2002 – 08/2013 Entrepreneur / owner
Development Adviser and Project Coach, SK . Consulting and Development
Fields of activity:
- Corporate and organisational development
 - IMS + Information Security Management Systems
 - Business Continuity Management
 - CSR Corporate Social Responsibility and sustainability management, ISO 26000, Global Compact and 10 Principles, GRI report
 - Business Excellence and corporate management
 - TQM, Quality management ISO 9001 and Internal Audits
 - Project and process management, organisational consultancy
- Solution advisory:
- Moderation for target definition
 - Strategy development and implementation
 - development, planning and integration of concepts and designs
 - organisational consultancy for highly effective workflows and efficient procedures and projects
- Customer:** small, medium and large companies up to corporate groups
Customer Branches: Science, Renewable Energy, energy, nuclear power, telecommunications, document destruction, healthcare, IT, marketing and advertising agencies, construction, architecture, engineering, health and hospital services, manufacturing industry, engineering, consulting, service, entertainment technology, real estate, trade, e-commerce, logistics, food industry, aerospace and space industry, ...
- 08/1992 – 05/2002 Employee in Germany (compact)
- Commercial. and technical advisor, sales field employee, conceptual interior architecture and design
 - Area sales manager for Northern Germany, industry, lighting and illumination technology; Reorganisation of the sales area
- Infrastructure development:** advisor and sales representative in the field of B2B and B2C in the business field of construction for investment and capital goods – conceptual interior architecture and furnishing – for industrial, office and administration buildings as well as exclusive private homes. Responsibility for draft and design, sales and coordination, purchase and supervision of the conceptual interior finish for object-oriented and self-acquired projects in the area from bare brickwork to the hand-over of keys.
- Content of task:** the user-specific drafts for area-design of interior finish, furnishing and equipment inclusive conference- and communication, parts of data- and building equipment.
- Customer:** small, medium and large-sized Companies up to corporate groups, authorities and state-institutions
Customer Branches: Banking, Retail, Wholesale, Logistics, Consulting, Services, Lawyers chambers, Industrial, Aerospace, Administrations, Insurance, TV stations, Educators, Trade, Food and beverage industry, Construction, Auditing, Accountants and law firms, Hospitals, Clinics and health care, Manufacturing companies, Energy, Engineering, Industrial sites, Cities and Municipalities, Real Estate, IT, Marketing & Advertising Agency, Shipping companies, Educational organisations, University facilities, Catering trade, ...