

Curriculum Vitae

Personal Information:

Name: Pernille Rønne
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 Birthday: 2nd November 1970
 Family: 2 sons, 14 and 17 years old



Key Words: Project Management, CRM and Sales Management and -Support, Cross Functional Implementation and Training/Teaching of new Processes and/or Supporting IT Systems

Competencies

Global Change Management, People and Team Management, Cross Functional Process Implementation

To fully understand that changing behavior and process within a company globally needs to be planned and conducted very carefully. Including all areas – and levels in the hierarchy - and welcoming their feedback. Acknowledging that changing of colleague's way of daily work can be challenging.

The importance of knowing all areas of the departments cross functionally and understand their needs – having in mind, though, that it is important to sometimes change process rather than fitting various systems to fit the process.

Key Account and Sales Management

Setting up a CRM system to include Key Accounts/Global Accounts.

Teaching and instructing sales personnel to create quarterly goals/targets, together with the importance of having a visual plan within a system to reach the KPI targets.

Assisting sales personnel and colleagues with data to support their approach to clients.

Senior Management Support

Liaison between Sales Personnel and Senior Management with understanding of the CRM system – extracting various information and data to support quarterly sales.

Work Experience:

2009 -

Welltec A/S

Danish listed Oil & Gas Service Company with subsidiaries globally

2014 -

Sales System Support Manager

Tasks and Responsibilities:

- System owner of Microsoft CRM, 2011.
- Training and education of colleagues worldwide.
- Implementation and development of new features and roll-out worldwide.
- Roll-out and project owner of e-learning modules (customized) and assisting with training same
- Development, implementation and support of result planning process for sales team. Part of project, ensuring that the CRM system supports the global sales process.
- Development and implementation and training/education of "Job Realization Process" – "Opportunity from start to end".
- Project owner together with our D&E Software group in connection with development of various internally developed applications.
- Plan and execute workshops for CRM users
- Ensuring data flow to other internal systems (SharePoint)

2009 – 2014

Application Manager

Tasks and Responsibilities:

- Responsible for CRM system and internally developed IT software applications (roll-out plan and training)
- Manager for IT Support and IT Development (10 employees)
- Appraisals with employees and career planning
- Liaison between IT Department and other departments regarding requests and dialogue in connection with existing systems.
- Process planning
- Global Academy training (new employees and employees with new functions)
- Implementation and maintaining a "champion" function globally for CRM system (liaison between HQ and regions)

2008 – 2009

Atlas Management ApS

Property Investment and Development (Former Landic Property)

Facility Manager, HR & Coordinator

Tasks and Responsibilities:

- Facility Management, contracts, coordinator and daily contact (cleaning, canteen, property management)
- Daily HR contact

- 2006 - 2008** **Landic Property**
Property Investment and Development – (former Keops A/S)
- Facility Manager, HR & PA to CDO**
- Tasks and Responsibilities:**
- Manager for Reception, including staff responsibility for receptionists, budgets
 - Facility Management, contracts, coordinator and daily contact (cleaning, canteen, property management).
 - Daily HR contact.
 - Personal Assistant to CDO, travel/meeting planning.
- 1995 - 2006** **Keops A/S**
Property Investment, Development and Management
- 1997 - 2006 **Account Manager, Swedish and UK Properties**
- Tasks and Responsibilities:**
- Administration of Swedish and UK Properties on behalf of the K/S-owners.
 - Negotiation of contracts with local tenants and administrators.
 - Annual meetings with investors/owners
 - Coordination and planning of all annual meetings with investors/owners, including planning with accountants in connection with financial statements and other documents needed for the meetings. Summary and minutes of meetings
- 1995 - 1997 **Receptionist and Office Assistant**
- Tasks and Responsibilities:**
- Meeting and greeting Visitors.
 - Assisting colleagues with daily tasks in connection with administration of properties.
 - Facility Management
- 1994 - 1995** **Hofman Bang & Boutard A/S**
Patent Registration
- Tasks and Responsibilities:**
- Part of team of 4, responsible for payment of yearly patent fees for Danish companies/clients worldwide

1992 - 1994**FLS miljø a/s***Part of the F.L. Smidth Group***Tasks and Responsibilities:**

- Internship for 2 years – Learning Office Skills

Throughout my professional career I have always found it important to gain cross functional knowledge of the company in which I have worked - having the knowledge of my colleagues' tasks and daily work. This knowledge has proven to be very useful when being part of cross functional projects, enabling me to consider all demands and criteria from each department – finalizing a project. Ultimately, this knowledge makes it easier to implement processes and applications, when colleagues can see the benefits of implementation.

Education/Courses and Seminars:

Member of CRMUG (CRM User Group Community), since March 2017 –
www.CRMUG.com

2017	Account Management (Welltec)
2016	Seminar, Changing Behavior (Implement)
2014	Nordic Strategy Forum, Berlin, "Executive IT"
1994	Finalized 2 years of Internship (office assistant)
1989	Higher Commercial Examination (HH)
1986	Vallerød Skolen (Elementary School Graduation)

Language Skills:

Danish	Fluency in both written and spoken
English	Fluency in both written and spoken
Swedish	Fluency in spoken, good understanding written
German	Basic knowledge, spoken and written

IT Skills:

MS Office (Word/Excel/Access/PowerPoint), MS SharePoint, MS CRM 2011,
 MS Outlook, Skype, video conferencing
 MS Dynamics and - Axapta (basic knowledge)
 Eloomi Learning Management System

Leisure Interests:

Both my sons play high level football, so most of the time is spent following and supporting them.

Team leader for AB U15-1 (Coordinator).

Furthermore, I run 3-5 km 1-3 times a week, preferably outside, as well as doing yoga once a week.

Spending time with friends and family.

References:

Available on request