

Summary

What makes me tick

- 20+ years of consulting in the marketing and communication business
- Experienced international Account and Project Manager
- Creative thinker and problem solver
- Strong leadership skills
- Passionate tech enthusiast
- Strong customer and people centricity
- Excellent communication and negotiation skills
- Experienced in relationship management in a leading, strategic position
- Adaptable and successful in changing environments
- Digital Native since 1983 ;)



Get in touch with me:
jens@klinksiek.digital | +49 172 77 89 523

- Business Development, RFP & Pitch Support
- Account & Client Service Direction to bridge vacancies
- Project and account management for small and large projects
- Marketing & communication consulting

Greater Munich area: Hybrid working

All other locations: Remote working with on-site meetings by request

Jens Klinksiek – Freelance Client Services

Goldberg 14 | 85567 Grafing b. München | Germany

T +49 8092 3018781 | M +49 172 77 895 23

jens@klinksiek.digital | www.klinksiek.digital

VAT no. DE360596162



Company with financial

climate contribution

ClimatePartner.com/24434-2305-1001

Business Development. Account Direction.
Project Management. Communications Consulting. Jens helps.



Work Experience

since 04/2023

Jens Klinskiak – Freelance Client Services

Business Development. Account Direction. Project Management. Communications Consulting.

08/2022 – 11/2022

Iris Germany (Cheil Group), Munich

Client Service Director

- Responsible for B2C client portfolio (Mobility Solutions, Home Appliances and Smart Home)
- Consulting on branding, platform and technology projects, customer experience journey, digital & mobile first 360° campaigns and global campaign toolkits
- Leading pitches, roadmap planning

01/2022 – 07/2022

Merkle DACH (dentsu Group), Munich

Senior Principal Account Director

- Responsible for client budgets in the services industry (Financial Services & Insurances, Mobility Services, Trade Fairs & Congresses)
- Consulting on customer experience transformation & platform projects
- Preparation of business and account plans, management of pitches

08/2009 – 09/2021

Wunderman Thompson (WPP), Munich

Client Service Director (01/2017 – 09/2021)

Management Supervisor (01/2012 – 12/2016)

Account Director (08/2009 – 12/2011)

- Key account & stakeholder management of several global technology leaders
- Consulting & project management in data-driven, creative marketing and communication assignments (ATL and BTL communication, customer experience, content marketing, CRM, apps & platforms, marketing automation, 360° campaigns)
- Build client and partner relationships; develop and establish processes to manage teams and partners across the broader agency network (local agency staff, near & offshore production hubs)
- Managing a team of up to 50 people across client services, project management, technology, data, strategy, and creation
- Set-up, implementation and roll-out of knowledge management systems and cloud-based collaboration platforms
- Responsible for client satisfaction, business growth and achievement of revenue targets

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10/2006 – 07/2009

MRM//McCann Worldgroup (Interpublic Group), Munich
Account Director

- Management of client accounts
- Project management of complex communication tasks
- Leading pitches, team leadership and escalation management
- Account planning, responsible for account profitability

12/1998 – 09/2006

Various agencies

- Project management of 360° campaigns
- Client consulting from briefing to project invoicing

FLASKAMP AG, Berlin
Project Manager Client Consulting

heller & partner, Berlin
Senior Consultant / Unit Director

GCI/Dorland – Grey Global Group, Berlin
Junior Account Executive

Grey Connect – Grey Global Group, Munich
Account Manager

SpielRaum New Media, Munich
Internship

Education and Training

10/2021

Education, degree in **Strategic Marketing Management**
karriere tutor, Königstein

05/2021 – 08/2021

Continuing professional development, nano degree in
Digital Transformation
AKAD University, Stuttgart

04/2001 – 03/2003

Studies with degree **Marketing Communications BA**
imk – Institut für Marketing und Kommunikation, Berlin

10/1994 – 09/1999

Studies in **human medicine**
Ludwig-Maximilians-University Munich
Ulm University

Additional Skills & Qualifications

Language skills:	German (C2 – native language) English (C1 – business fluent)																																		
Tools & technology:	<table><tr><td>Microsoft 365 (Office Suite, Teams, SharePoint, Yammer)</td><td>very good</td></tr><tr><td>Microsoft Visio, Project, Power Apps / Power Automate</td><td>very good</td></tr><tr><td>Troi</td><td>very good</td></tr><tr><td>Float</td><td>very good</td></tr><tr><td>Salesforce</td><td>good</td></tr><tr><td>Slack</td><td>good</td></tr><tr><td>Atlassian (Jira, Confluence)</td><td>very good</td></tr><tr><td>Hubspot</td><td>good</td></tr><tr><td>WordPress</td><td>very good</td></tr><tr><td>WorkDay</td><td>very good</td></tr><tr><td>BrandOcean</td><td>good</td></tr><tr><td>AI Tools (prompt engineering with ChatGPT, Notion AI, Stable Diffusion, etc.)</td><td>very good</td></tr><tr><td>Miro</td><td>good</td></tr><tr><td>Adobe (Analytics, Marketo, Experience Cloud)</td><td>good</td></tr><tr><td>Oracle (Netsuite)</td><td>good</td></tr><tr><td>Aura</td><td>very good</td></tr><tr><td>Monday.com</td><td>good</td></tr></table>	Microsoft 365 (Office Suite, Teams, SharePoint, Yammer)	very good	Microsoft Visio, Project, Power Apps / Power Automate	very good	Troi	very good	Float	very good	Salesforce	good	Slack	good	Atlassian (Jira, Confluence)	very good	Hubspot	good	WordPress	very good	WorkDay	very good	BrandOcean	good	AI Tools (prompt engineering with ChatGPT, Notion AI, Stable Diffusion, etc.)	very good	Miro	good	Adobe (Analytics, Marketo, Experience Cloud)	good	Oracle (Netsuite)	good	Aura	very good	Monday.com	good
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Excerpt certifications:	Company with financial climate contribution (2023) Prompt Engineering for Generative AI (2023) OKRs (Objectives & Key Results) Advanced Masterclass (2021) Agile Methods (2021, 2022) Microsoft Teams Administration (2021) Microsoft Power BI Expert (2021) Accessibility in Action (2021)																																		