

# Heiko Frank Hofmann

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## Summary

Customer support professional with over 18 years of experience across diverse industry segments dedicated to providing quality care for ultimate customer satisfaction. Adept in Quoting (Quote-to-Cash), Opportunity management, and Order processing. Dedicated to identifying customer needs and delivering effective solutions to all problems.

I work remotely from Central America and Brazil; my company is located in Tallinn/Estonia.

I can step in immediately (as an Independent Contractor) if your company urgently needs a temporary replacement, for example, due to vacation or illness.

## Experience



### Professional Freelancer

Xolo Go OÜ - Heiko Frank Hofmann

Jul 2023 - Present (9 months)

I am actively searching for new clients.

My fields of experience are:

- Quoting (Quote-to-Cash)
- Opportunity management
- Order processing via the CRM tool (Salesforce.com)
- Conduction license customization, and research
- Renewal records update and RAD (Renewal Anniversary Date) changes
- Communication and support various internal and external divisions (Sales, Support, Distribution)
- Maintain and update the database with customer information



### Independent Contractor

DataCore Software

Apr 2021 - Jun 2023 (2 years 3 months)

- Quoting (Quote-to-Cash)
- Opportunity management
- Order processing via the CRM tool (Salesforce.com)
- Conduction license customization, and research
- Renewal records update and RAD (Renewal Anniversary Date) changes
- Communication and support various internal and external divisions (Sales, Support, Distribution)
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### Order Management Specialist

## DataCore Software DACH

Sep 2020 - Mar 2021 (7 months)

- Order processing via the CRM tool (Salesforce.com)
- Conduct license customization, and research
- Renewal records update and RAD (Renewal Anniversary Date) changes
- Communication and support various internal and external divisions (Sales, Support, Distribution)
- Maintain and update the database with customer information

## **Freelancer / Solopreneur**

Heiko Frank Hofmann

Feb 2020 - Jun 2020 (5 months)



## **Customer Support Specialist**

Bio-Rad Laboratories

Oct 2019 - Jan 2020 (4 months)

- Responsible for the Customer Service of DACH customers
- Creation of orders, delivery notes, invoices, and credit notes in SAP
- On-time checking and recording of incoming orders in SAP
- Close coordination with the field service, accounting, distribution center, and other interfaces
- Complaint processing



## **Order Management Europe / Division Synrad**

Novanta Inc.

Jan 2016 - Jul 2019 (3 years 7 months)

- Responsible for the order management of EMEA customers
- Processing of customer orders in the ERP system as well as the creation of order confirmations including date tracking
- Coordination and close cooperation with customers, suppliers, and internal company interfaces in Europe and the USA
- Creation and maintenance of basic data for the customer and article master in the ERP system
- Support and advice on further financial audits such as SOX or VAT

## **Sabbatical in Thailand**

Intercultural experience in Thailand

Oct 2015 - Dec 2015 (3 months)

## **Sales Support (China and SEA)**

Vitec Videocom GmbH

Oct 2014 - Jun 2015 (9 months)

- Responsible for the entire order process and preparation of the shipments
- Entering and processing orders
- Creating and following up on quote requests
- Creating invoices and credit notes
- Working closely with colleagues from the Sales Support Team the field staff in England and the third-party logistics provider

- Daily communication with the branch in China
- Data management in the enterprise resource planning system
- Handling customer complaints and returns
- Monitoring of dates
- Monitoring of credit limits and payments in collaboration with Credit Control

## **Inside Sales Specialist**

Avnet Silica

Jan 2014 - Apr 2014 (4 months)

- Direct interface for customers on purchase order change requests, product information, and lead time
- Making price decisions through telephone negotiations
- Creating and following up on quote requests
- Entering and processing orders
- Tracking orders, delivery dates, and changes in prices
- Creating and evaluating Backlog and Demand Forecast reports
- Handling customer complaints promptly, and effectively and reporting potential claims
- Maintaining customer master data
- Developing customer relationship
- Sales and profit responsibility of assigned customers

## **Managing Partner**

HHX GbR

Oct 2009 - Dec 2013 (4 years 3 months)

Guided Tours and concierge Service for Chinese business customers

## **Sales Representative**

Intercomp GmbH & Co.KG

Mar 2011 - Jan 2013 (1 year 11 months)

- Interface between manufacturers and distributors
- Providing samples, delivery information, and technical data to the customers
- Tracking orders, delivery dates, and changes in prices
- Negotiating prices with procurement managers
- Creating and following up on quote requests
- Bid proposal management
- Entering and processing orders
- Entering, verifying, modifying, and controlling the projects
- Updating monthly customer demand to forecast system, to provide business changes for improving factory inventory and accurate customer supply
- Working closely with the Account Managers
- Participating in training sessions and trade shows
- Participating in sales meetings which dealt with targets and forecasts, and reported on the current market situation

## **Sales Representative**

Farchild Semiconductor GmbH

Mar 2006 - Sep 2009 (3 years 7 months)

- Customer Support (DACH region, Portugal, Eastern Europe)
- Providing timely and accurate information to customers regarding pricing, product specifications, and lead time
- Account development and relationship management
- Creating and following up on quote requests
- Entering and processing orders
- Tracking orders, delivery dates, and changes in prices
- Creating invoices and credit notes
- Creating and evaluating Backlog and Demand Forecast reports
- Managing inventory including VMI and Consignment customers
- Maintaining and expanding sales goals within the assigned customer base
- Working closely with the Field Sales Engineers and Global Account Managers
- Working closely with the operations department to ensure products are shipping on time
- Collaboration with global sales and marketing organizations (England, Hong Kong, Taiwan)
- Handling customer complaints promptly, and effectively and reporting potential claims
- Making recommendations on alternative products that best meet customer requirements based on cost, availability, and specifications
- Maintaining contract pricing
- Implementation of logistics and general agreements
- Introduction of Electronic Data Interchange (EDI)
- Participating in training sessions and trade shows
- Participating in sales meetings which dealt with targets and forecasts, and reported on the current market situation

### **German Teacher in Shanghai**

Temporary employment abroad

Oct 2005 - Feb 2006 (5 months)

## **Skills**

Relationship Building • Strategic Relationships • Relationship Development • Customer Success •  
Teamwork • Search Engine Optimization (SEO) • German • Renewals • Microsoft Excel • Data Entry