

# Martin Schlicht, Dipl. Ing. Engineering



## Scrum Master

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## Personal Details

Born	14 <sup>th</sup> Dec 1970 in Berlin, Germany
Nationality	German
Marital status	Single

## Professional Experience (freelance)

- |                   |  |
|-------------------|--|
| 01.2012 - today   | <p>Deutsche Telekom AG<br/><b>Trainer for Change, Leadership and Customer Service</b></p> <ul style="list-style-type: none"><li>• Supported more than 100 leaders to lead clearly and result-oriented, to manage change processes, to use coaching as an effective tool and to empower their teams to act with courage and commitment.</li><li>• Helped more than 40 teams to become more motivated and committed, to communicate openly and to understand each other's strengths and values through team-building measures during transformation phases.</li><li>• Trained over 800 service staff and hotline agents in the following topics: Identifying customer needs and serving them successfully, conducting sales talks, storytelling as a powerful communication tool, resilience and stress management as well as mindset and expectation management</li></ul> |
| 01.2016 - today   | <p>Freelance Coach<br/><b>Professional communication coaching for leaders</b></p> <ul style="list-style-type: none"><li>• Supported more than 50 leaders, especially from the tech sector, to find and communicate focus, direction and their own "why?".</li><li>• Finding solutions to conflicts and crises in their team, dealing with stress and strengthening personal resilience (burnout prevention).</li></ul>   |
| 07.2019 - 09.2021 | <p>Acadybot GmbH<br/><b>Agile IT Project Manager</b></p> <ul style="list-style-type: none"><li>• Coordinator of the external IT development team in the development of the AI software Acadybot.</li><li>• Supported management in strategic and operational work.</li></ul>   |
| 10.2014 - 01.2019 | <p>Microsoft (at branch offices in Germany, Poland, Serbia, Finland, Dubai, etc.)<br/><b>Azure Cloud Development Trainer</b></p> <ul style="list-style-type: none"><li>• Supported the Group in its transformation to an integrated business in the cloud, accompanied business unit restructuring.</li><li>• Worked with more than 20 teams and over 800 employees to implement the values of focus, respect, commitment, and creativity.</li><li>• Project management and facilitation of the international conference series "Azure University for Sellers", specifically targeted at external partners.</li></ul>  |

- 05.2018 - 11.2018 T-Systems  
**Agile Team Trainer**
- Supported the organisation in developing new customer segments in the IT start-up sector through the agile transformation of existing work cultures.
  - Development of mindset and skills of approx. 100 employees in the topics of agile project management (Scrum, SAFe, LeSS), servant leadership, working in a culture of ambidexterity, creativity techniques and design thinking.
- 01.2016 – 09.2017 Airbus - IT departments at the Toulouse and Hamburg locations  
**Trainer for Leadership in the Agile World**
- Supported more than 60 project leaders in long-term training programs to develop their skills for agile leadership, interest-oriented negotiation, customer orientation and employee goal setting conversations.
  - Accompanied the division in its transformation to an agile organisation; advised on effective cooperation with external development teams.
- 2008 – 2015 Siemens, LEAG, Viega, Mubea and other clients  
**Trainer and business actor for presentation, communication, and creativity**
- Promoting focused communication and effective conversation skills
- 1997 - 2008 Kanada, USA, Mexico, Guatemala and Brazil  
**Globetrotter, experience gatherer and problem solver**
- Following my studies in the USA, projects and start-ups abroad. Acquired valuable life experience, knowledge of human nature and language skills.
  - 2004 - Returned to Germany as a wellness coach

## Education

- 2018 - 2019 Euro-Akademie Berlin  
**Certified Mediator**
- 2015 Scrum Alliance  
**Certified Scrum Master CSM**
- 2011 - 2012 Institut Flextrain – Sabine Heß  
**Certified Business Trainer**
- 1990 - 1997 Technical University Berlin  
**Degree in electrical engineering** (focus on electronics, measurement technology and robotics)  
Studies abroad: University of Aberdeen - Scotland, INPG Grenoble - France, University of Central Arkansas - USA  
**Final Degree: Dipl.-Ing. Diploma in Electrical Engineering (grade: very good)**

## Other skills and interests

- |                     |  |  |
|---------------------|--|--|
| Languages           | <b>German</b><br><b>English, Spanish</b><br><b>French, Portuguese</b>  | Native language<br>Expert level – spoken and written<br>Professional working proficiency |
| IT                  | Jira, Miro, Google Suite, Microsoft Office, Visio, MS Project, Slack, HTML, Web CMS  |  |
| Hobbies & Interests | Improvisational theatre, keynote speaking, personal development - especially in the context of male identity, massage and bodywork, sailing, Salsa dancing |  |