

Patrick Merz

Driving Success Through Strategic Leadership and Operational Excellence

WORK EXPERIENCE

January 2024 – Present | *Boll Engineering AG*

BOLL is a leading cybersecurity distributor in the DACH region.

- **Head of Sales and Member of the Executive Board**
Responsible for managing customer and vendor relations as well as ensuring the smooth handling of quotes and orders at BOLL Engineering AG and its subsidiaries in Austria and Germany. The Sales department accounts for 60% of the entire workforce.

September 2022 – Present | *University of Applied Sciences of the Grisons*

As an agile university, the University of Applied Sciences of the Grisons promotes dynamic thinking and proactive action. The bachelor's degree is called Digital Business Management

- **Lecturer:** The Digital Relationship Management module covers E-Commerce, Customer Relationship Management, and Web Content Management. It is a practice-oriented 4 ECTS module focused on digital transformation, offered in both a full-time and a part-time format with approximately 80 students.

September 2019 – August 2023 | *Merkle*

Merkle is a Dentsu company, providing leading technology-enabled, data-driven customer experience management (CXM).

- **(03.23 – 08.23) Operation Director:**

Facts: Focused on optimizing internal processes such as time sheeting, staffing, and customer satisfaction processes.

Tasks: Operational Management, Strategic Goals, Workflow Optimization, Employee Leadership, Process Improvement, Procurement Management, Customer Service Enhancement, Financial Management, Policy Formulation, External Partnerships, Performance Evaluation, Compliance.

- **(04.21 – 03.23) Salesforce Director – DE-CH & DE:**

Facts: Created 4 Teams (Platform Consultants CH & DE, eCommerce, Industry Consulting); Acquired new Clients and Projects; increased revenue and headcount by around 400%.

Tasks: Same as the job description below; headcount started at 25, and P&L was 3 million CHF.

- **(09.19 – 03.21) Salesforce Director – DE-CH:**

Facts: Took over a team of 5 consultants (hired 20); Built relationships with Salesforce Management and AEs through regular physical meetings and joint client pitches; Grew the client base from 3 to 10; always profitable. Managed the merger of the teams from Namics and Isobar in Switzerland.

Tasks: Personnel Management, Strategy Development, Risk Management, Conflict Management, Performance Monitoring, P&L Responsibility, Business Development, Market Analysis, Team Growth, Customer Relationships, Salesforce Partnership.



PERSONAL

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KNOWLEDGE AREA

Team Leadership

Operations Management

Business Development

Customer Experience

Strategic Planning

CERTIFICATIONS



LANGUAGES

German (Native)

English (Fluent)

French (Basic)

EDUCATION

2010 – 2013 HSLU (University of Applied Sciences Lucern)
Bachelor of Science (**Business Informatics**)

2009 – 2010 Berufsschule Aarau
Berufsmatura (Technical Path)

PRIVATE

Married

Father of 4 Kids (2012, 2014, 2017, 2018)

President of the local Parents Club

September 2013 – August 2019 | *Accenture*

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organizations build their digital core. es.

- **(10.17 – 08.19) Salesforce.com Delivery Lead & Architect:**
At a major life science company in Basel.
- **(03.17 – 12.17) Application Management – SAP Service Manager**
At a major corporation in the measurement and weighing technology industry.
- **(04.15 – 03.17) Salesforce.com Integration Stream Lead:**
At a major life science company in Basel.
- **(12.13 – 03.15) PMO, Test Manager:**
At a large SAP project in the energy industry.
- **(09.13 – 11.13) Jump Start SAP CRM Consultant**

June 2008 – December 2013 | *Merz shoppingstobe*

Clothing was sold under the brand swissclothes.ch. Brands like Roxy, Quiksilver, Billabong, as well as Belowzero and Alprausch were suppliers of this company. The best-known partner was freestyle.ch, which outsourced its merchandise sales to Merz shoppingstobe.

- **Founder & CEO**

July 2011 – April 2013 | *Sulzer Metco*

Sulzer Metco is a leading global company specializing in surface coatings. They focus on assisting customers who require innovative surface technology for specific components.

- **CRM Service Desk Agent**

July 2004 – December 2009 | *TV Endingen*

TV Ending is a professional handball club in Aargau. The first team played in the highest and second-highest leagues in Switzerland.

- **Handball Player**

November 2008 – May 2009 | *GIA Informatik AG*

GIA Informatik AG is a leading company in information technology services with core competencies in developing and operating comprehensive solutions in the areas of ERP (an SAP partner), IT services with its own cloud infrastructure, and product development.

- **System Engineer**

August 2004 – July 2008 | *Chestonag Automation AG*

An innovative engineering and software company, they develop, design, and install customized automation solutions for public authorities and businesses in the fields of municipal supply and waste management, building automation, refrigeration generation, energy technology, and industrial automation.

- **Apprentice Application Developer**