

Steffen Schink

📍 Berlin, Germany

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11+ years' experience in operational excellence, strategy development, and leading complex, cross-functional projects/programs (with up to ~25 project team members), in close alignment with C-levels, digital product teams and operational units

PROFESSIONAL EXPERIENCE

Schink Consulting (freelance) Berlin, Germany
Strategy and Process Consultant & Interim PMO Jan 2020 – present

- Led cross-functional program to **expedite merchant onboarding & KYC** processes as a **consultant & PMO** at a **PE-backed PSP** (incl. workflow digitization & automation, compliance simplification, handover reduction etc.), **improving Ø speed by ~60%** while reducing overall costs
- Coordinated rollout of **new merchant contracts** and completion of **upstream merger** as a **PMO** at a **PE-backed PSP**, **delivering as planned**
- Redesigned and rolled out process to **manage supplier price increases & cost pass-through** involving Procurement, Sales and BUs as a **consultant & PMO** at an **automotive supplier** (incl. process, data and governance changes), resulting in **double-digit million savings**
- Redesigned **personnel planning & requisition process** (incl. simplification, standardization, objectivation) and designed process to handle **exhibitors' ESG requests** (incl. requirement evaluation, workflow design, code-of-conduct) as a **consultant** at a **trade fair organizer**
- Managed **software testing** as a **PMO** at an **e-mobility service provider**, **completing all tests on time** before the GoLive
- Developed new **growth strategy** (incl. market & capability analysis, initiatives, business plan) and managed a **post-merger integration** (incl. planning, workstream coordination etc.) as a **consultant & PMO** at a **PE-backed landscaping group**, **delivering according to plan**
- Owned the **market modelling** during the **commercial due diligence** on a **mobile sanitation provider** for a **PE fund**
- Set up **customer support** (incl. forecasts, outsourcing, recruiting, software, scripts etc.) and **quality assurance** measures (incl. evaluating AI-assisted call & chat monitoring) as a **consultant & PMO** at a publishing group's **digital platform startup** up to its **successful launch**
- Ramped up **Covid-19 testing operations** across 4 countries as a **PMO** for a **laboratory analytics group** (incl. software product mgmt., equipment & space procurement, recruiting & training, contract mgmt., customer support setup etc.) to **double-digit million revenues**
- Redesigned **budgeting & approval processes** as a **consultant** at a matrix-organized **VC-backed e-learning scaleup**
- Managed program to **improve margins & runway** as a **consultant & PMO** at a **VC-backed fitness platform scaleup** (incl. usage limit, fraud prevention, pricing and discount changes, cost cutting, new approval processes etc.), **improving GM1 by ~3%-pts & OPEX by ~40%**

Park Now & Charge Now (BMW & Daimler mobility joint venture) Berlin, Germany
Senior Manager Strategy & Business Development Nov 2018 – Dec 2019

- Developed new **growth strategy** incl. the assessment of category and geographic expansions, **M&A** (scouting, CDD, closing of one acquisition), the **integration** of national portfolio companies (brand, product, org., distribution etc.) and **financial planning**

CleverShuttle (Deutsche Bahn-backed mobility scaleup) Berlin, Germany
Director Corporate Development Oct 2016 – Oct 2018

- Built, **led and developed** the corporate development team (4 direct reports), reporting directly to the founders
- Led documentation and **optimization of core & back office operations** (e.g., automation of payroll accounting, data-driven & software-supported shift planning & fleet mgmt., introduction of bonus-malus system for drivers etc.), **enabling 10x growth** to 60k rides per month
- Built new **SaaS business** (incl. go-to-market, software product mgmt., launch support etc.), from concept to **successful launch** of pilots
- Led **fundraising** (incl. investor research, pitch deck creation, outreach, due diligence, handover to founders), securing **~€3m Series A**
- Managed other **special projects** (e.g., refinement of KPI reporting & financial planning, analysis of customer surveys etc.)

OC&C Strategy Consultants (tier 2 strategy consultancy) Düsseldorf, Germany
Senior Strategy Consultant Jul 2014 – Aug 2016

- Derived survey-based customer segmentation and **growth strategy** at a **jewelry retailer** (incl. store design, assortment, service)
- Analyzed **efficiency levers** at a **consumer goods** manufacturer's sales org. (incl. restructuring, incentives, time allocation, rebates)
- Developed market report (incl. car market, dealerships, marketing spend & ROI) for the **IPO prospectus** of an **online classifieds player**
- Defined new **pricing strategy** based on usage data analyses and benchmarks at an **online marketplace** with **single-digit million result effect**
- Developed market model and identified **strategic growth options** based on research and expert interviews at a **catering provider**
- Developed joint **bundling & pricing strategy** based on competitor benchmark and customer survey during **PMI** of two **scientific publishers**
- Built Excel-based **resource allocation framework** by country & raw material at a **global NGO** for a more **targeted use of funds**
- Several **commercial due diligences**, primarily in **e-commerce & industrials** (e.g., fashion, electronics, online travel, phenolic resin etc.)

EDUCATION

Nova School of Business and Economics (#4 Masters in Mgmt. globally acc. to Financial Times ranking 2025) Lisbon, Portugal
Master in Management Sep 2012 – Jan 2014

- GPA: 17/20 ≈ 1.3 (top ~10%)
- Scholarships: Nova SBE merit-based scholarship

University of Mannheim (#2 business school in Germany acc. to THE World University ranking 2026) Mannheim, Germany
Bachelor of Science in Business Administration Sep 2008 – Jun 2011

- GPA: 1.6 (top ~15%)
- Semester abroad: University of Miami, USA (incl. DAAD merit-based scholarship)

SKILLS & PERSONAL

- **Languages:** German (native), English (fluent), French (intermediate), Portuguese (basic); **Modelling:** BPMN 2.0, UML, EPK
- **Certificates:** Prince2 Practitioner, Agile Scrum Master, ITIL Foundation, IREB Foundation
- **Tools:** **Very experienced** in Excel, PowerPoint, Monday, Asana, Trello, Miro; **Experienced** in MS Project, Jira, Confluence, Camunda, Signavio, Power BI, n8n, Claude Cowork
- **Interests:** Hiking (highlights incl. John Muir Trail, Annapurna Circuit, Julian Alps, West Highland Way), skiing, cinema, gaming, bouldering