

CURRICULUM VITAE

Marco D. Zilberstein

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Personal Information:

- Born in Naples (Italy) on 27/01/1968.
- Dual French and Italian citizen.
- Married to Ines Scarciglia (IT).
- One son: Alex (D.o.B. 17/06/2008).
- U.S. Green Card, Spanish Work permit.
- Native speaker Italian, French.
- Bilingual English (US), Spanish (Castellano).
- Available for travel and/or relocation.

Goal:

As a manager with 15 years of international experience, I am looking for a long-term management position in Change and Organizational Development. I am specialized in assisting companies streamline their processes, cut costs and improve productivity by leveraging technology and existing human capital. Furthermore, I focus in developing new business opportunities by strategically positioning new services and tactically negotiating with key players.

Short Profile:

- Master equivalent degree in “International Commerce and Financial Markets” with experimental thesis on trading companies at the University of Naples (Italy).
- More than 15 years of experience in Change Management, running global teams, helping corporations streamline processes, integrating groups and business units, managing strategic relationship with vendors and Fortune-500 customers.
- Over 10 years in Strategic Relations, improving corporate visibility and the ability to strategically position the company, its services and people with key partners, customers and vendors.
- Over 20 years in the technology business developing CRM (Customer Relationship Management), ERP (Enterprise Resource Planning) and Enterprise Infrastructure projects and optimizing telecommunications integration.
- Executive leadership coach for Dale Carnegie (USA) and The Washington Quality Group (Europe), assisting executives improve their deliverable by leveraging human skills and emotional intelligence.

Management and Leadership Experience:

Since 06/2007

Executive Business Consultant and Time-Out (Naples – Italy)

- Assisting US consultancy, Abacus Property Solutions, in identifying Italian sources for US commercial real estate investments
- Engineering and merger of Sourcing, Logistics, Warehouse and Industrial Programming in order to create an integrated Supply Chain for international manufacturer of specialty papers.
- Upgrading and optimization of existing ERP software.
- Managed major vendors such as Weyerhaeuser Europe (CH), Unifibra Europe (CH), Zucchetti, and ADM Netherland, DHL.

05/2005 – 06/2007

The Washington Quality Group (Madrid - Spain)

Director of Business Development and Internal Operations - Executive Coach

- Company reorganization and board coordination. Creation of measurable business processes and workflows.
- Restructured the company's way of creating business by implementing new infrastructures: implementation of innovative VoIP services and new CRM infrastructure at The Washington Quality Group resulting in a cost reduction of 76%.^(*)
- Practiced executive coaching with top Spanish "C" level executives.
- Jointly with the CEO, created a new service product ("Marketing para Abogados"). Directed development of the product, positioning, marketing and market introduction.
- Managed European customers such as Grupo Carrefour, ING Real Estate, Siemens AG, Caja de Burgos.

07/2002 – 05/2005

Business Consultancy - Executive Coaching (San Diego, U.S.A. and Italy)

- Assisted a group of independent investors for the development of a mining operation in Michigan valued \$250 million.
- Preparation, and presentation of HR services for Generali on behalf of MLI Marketing Link International and Success Factors.
- Reorganization of the Export department for Villa Massa, a leading liquor manufacturer.
- Managed International Real Estate relations with selected customers and partners for Grupo Ortiz.

05/2000 – 07/2002

Peregrine Systems [now a division of HP] (San Diego, U.S.A.)

Senior Manager Strategic Corporate Accounts and Special Projects

- Developed a new corporate department: Strategic Account Management. In this capacity managed a client portfolio valued in over \$100 million and generating additional revenues valued in over \$10 million. Major customers portfolio represented by AT&T, ABN Amro, American Express, Sieco (ENI Group), EDS/Sabre, ICL/Fujitsu, Cap Gemini Ernst & Young, KPMG, Public Works of Canada, Edward Jones.
- Technical and functional integration of three independent departments (approx. 95 individuals) following M&A of Peregrine Systems, Harbinger Corp. and Remedy Corp.
- Increased department productivity by managing a group of 12 talented individuals. Use of leadership and management tools (Dale Carnegie and Kepner-Tregoe).

^(*) Publication on Actualidad Economica (Expansion) n.2501 del 25.05.2006 - page 64

08/1997 – 03/2000 **Morgan Stanley (New York, U.S.A. and London, UK)**

Project and Business Management

(Global Sourcing and Supply Chain – Network Operations)

- Strategic Vendor management and relations with corporations such as AT&T, MCI/WorldComm, Colt, Cable & Wireless, Telecom Italia, France Telecom, British Telecom, Equant, Tele2, Telefónica, Deutsche Telecom, Swisscom.
- Contract negotiations and management of international tenders valued \$500 million, resulting in telecommunication infrastructure cost reduction of over 22%.
- Creation of new CDR (Call Data Recording) systems, working with several external vendors. Action resulted in a cost reduction of over 32% for data collection by directly negotiating and outsourcing services to Telco Research (now part of HP)
- Responsible for auditing and compliance for EMEA telecommunication providers for the Y2K compliance project.

09/1994 – 02/1997 **Continuus Properzi S.p.A. (Milano, Italy)**

Marketing and Sales Manager

- Responsible for all major international sales, buy-back and joint-venture contracts for world leader in continuous casting and direct rolling for non-ferrous rod.
- Creation of state-of-the-art imaging system for digital archiving of engineering drawings and administrative files.
- Creation of basic IT infrastructure, networking. Creation of web presence

Education:

09/1987 – 12/1993 **Istituto Universitario Navale (Naples, Italy)**

Laurea in “International Commerce and Financial Markets”.
Graduated with 108/110. Experimental Thesis on Trading Companies

Professional Training:

2005	The Institute of Coaching (Madrid, Spain)	Certified Executive Coach with use of NLP tools and Emotional Intelligence.
2002	Dale Carnegie (San Diego, USA)	Certificate in “High Impact Presentations” and Public Speaking.
2001-2003	Dale Carnegie (San Diego e Los Angeles, USA)	Certified Instructor. Executive Coaching.
2001	The Impact Group (San Diego, USA)	Certificate in advanced negotiations.
2000-2002	Kepner Tregoe (San Diego, USA)	Professional Certification in “Rational Processes and Project Management”.
2000	Peregrine Systems (San Diego, USA)	Advanced Sales Certificate.
2000	Personnel Decisions International (San Diego, USA)	Certification in “Leadership Essentials”.
01/1993 – 12/1994	Cogis Technical Services S.r.l. (Milano, Italy)	Internship

Awards and Competitions

2005 Past President for Toastmasters Internationals – Madrid Chapter

1987 Winner for the competition for Pilot and Navigator Officer at the Aeronautic Academy

Publications and Articles:

- [Actualidad Economica \(Expansion\)](#) n.2501 / 25.05.2006 - page 64 : Voz IP: la solución llega a las Pymes
- <http://www.blogip.es/?p=7>

Web Presence:

Personal web sites: <http://www.zilberstein.eu> (or .com)
Xing: http://www.xing.com/profile/Marco_Zilberstein
LinkedIn: <http://www.linkedin.com/in/marcoz>

Personal Interests:

- Hobbyist photographer.
- Sailing and skiing.
- Avid reader of psychology and “human nature” publications.
- Electronics DIY and house remodeling.

References:

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Spoken Languages: German, English and Spanish

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Spoken Languages: English and Spanish

Additional references available upon request.