

# Curriculum vitae

**Roland Mildes, Director NetApp University EMEA**

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## Current Professional Experience

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- | <b>03/2011 – today</b>  | <b>Director NetApp University EMEA</b> | <b>NetApp Inc.</b> |
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| <ul style="list-style-type: none"><li>• Build trusted advisor status to EMEA Leadership team with the passion to align all aspects of Education with field business objectives. Thus, to finally grow revenue and market share through competent and enabled people.</li><li>• Driving Business success for internal employees, partners and customers through innovative enablement solutions. Examples: Data driven Blended Learning solutions to minimize New Hire time to productivity, Grew MetroCluster pipeline by 50% through significant certification investment in 400+ partners. Facilitated NetApp Sales Team Accreditations to drive 40+ Mio. revenue goal for Solidfire.</li><li>• Leading and coaching remote teams in EMEA and APAC. Reorganized team setup in APAC to align with audiences. Agreed solutions for special training requirements in Israel and Australia. Ambassador for field audiences within Global NetAppU leadership team.</li><li>• Manage cooperation with major external delivery partners to scale and optimize our go-to-market strategy. Trained 270 consultants to reach 90 Mio. USD in ONTAP transition service revenue. Utilizing a distribution partner enablement framework to offer Training as a Service. Resulting in headcount saving and 12% increase of partner accreditations.</li><li>• Responsible for operational excellence and customer satisfaction while balancing financial performance and program margins. Cut administration time and failure ratio with Learning Partner invoicing into half by establishing an automated invoicing process with single point of contacts.</li></ul> |  |                    |

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## Past Employment Experience

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- | <b>01/2009 – 03/2011</b>  | <b>Manager IBM Software Training Germany</b> | <b>IBM Deutschland GmbH</b> |
|---|--|-----------------------------|
| <ul style="list-style-type: none"><li>• Profit &amp; Loss responsibility for IBM Software Group Germany 20+ Mio. USD Training business. Management of Education Sales, Education Business Partner, Operations and Delivery Teams to constantly meet and exceed revenue targets.</li><li>• Strong Change Management aspect to align teams with rapidly changing business environment. Business and execution partner to IBM SWG Authorized Learning Partner outsourcing project.</li><li>• Successfully build relationships with Sales and Service teams to seamlessly integrate into solution offerings. Doubled Training revenue for Rational SW. Drove billable utilization of Cognos Training team to 100%.</li><li>• Member of IBM Business Analytics worldwide Education Steering Committee.</li></ul> |  |                             |

05/2005 – 12/2008 Education Manager Germany

Cognos GmbH

- Built and retained a passionate team of internal and external instructors with excellent reputation in Cognos' customer and partner ecosystem. Strong x-functional interlock supporting pre-sales and service engagements.
- Full P&L responsibility for 3 Mio. USD training business in DACH
- Interim – Manager of Cognos consulting team with focus on billable utilization and continuous team stability. Strong interlock with sales and customers to scope project efforts and financial risks to offer qualitative and competitive service engagements. (08/2007 – 12/2007)

01/2002 – 05/2005 Manager Education Consulting Services and Solutions Sun Microsystems

- Managed Sun Microsystems Education Consulting Business in Central Europe working hand in hand with Education Sales, Operations and Education Delivery Resources. Full P&L responsibility for a 6 Mio. USD Education Consulting business.
- Strong focus on Blended Education consulting services in complex customer situations.
- Using education needs analysis processes and training design tools to start customer conversations about future organizational development plans. stakeholders in the customer organization and within Sun Microsystems' international ecosystem.

03/2001 – 12/2002 Senior Education Consultant

Sun Microsystems

07/1999 – 02/2001 Talent Development

Synstar Computer Services

11/1996 – 06/1999 Teacher

Kaufmännische Berufsschule Hanau

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Education & Training Programs

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2015	NetApp Senior Leadership Program, Power Speaking
2010	IBM Software Group Leadership Academy
2009	IBM Akademie Managing Professionals
2002 - 2010	„Coaching und Leadership“ (Institute Dr. P. Held: Institute of Coaching and Professionalization of Human Resources )
in 2005	Project Management: Prince 2 Certification
in 2004	IT Service Management: ITIL Certification, Foundation
1996 –1998	Second phase of teachers <b>state exam</b> called „Referendariat für das Lehramt an beruflichen Schulen“ in Frankfurt
1990 –1996	<b>University degree:</b> Business and Human Resource Education, Goethe-University in Frankfurt
08/1988 – 05/1990	<b>Vocational education:</b> Industrial Business Management Assistance, Degussa AG

Darmstadt, February 2017

  
Roland Mildes