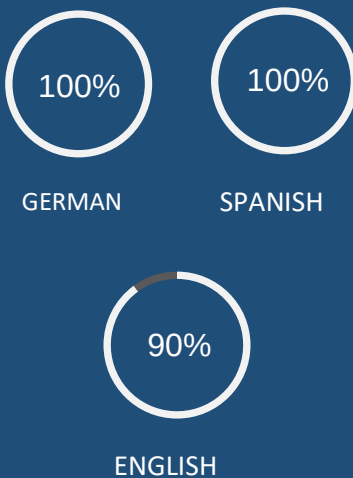


## PROFILE

Born:  
10 July 1972 in Caracas, Venezuela  
Nationality:  
German

## LANGUAGES



## CONTACT



0162 269 39 57



Hans-dieter@vonreitzenstein.info



Am Fleet 17  
25554 Wilster



# Hans-Dieter von Reitzenstein

TECHNICAL SUPPORT | AFTER-SALES | SERVICE MANAGEMENT

Internationally experienced technical support and after-sales professional with over 20 years in technical service and customer care. Specialised in service coordination, fault management, spare parts, installations and long-term customer retention.

## Core competencies

- Technical support, after-sales and customer service
- Service, deployment and scheduling of technicians
- Fault analysis, ticket tracking and escalation management
- Installation, commissioning and functional testing
- Maintenance, repair and preventive servicing
- Spare parts management, requirements planning and warranty assessment
- Technical customer consulting and complaint handling
- Product adaptation, process optimisation and quality improvement
- Training of technicians, customers and service partners
- International customer relations: German, Spanish and English

**Manage service. Solve problems. Build lasting customer relationships.**

**20+**

Years of technical & service experience

**160**

International sales partners

**3**

Languages

## PROFESSIONAL EXPERIENCE

### Technical Director – Technical Manager at Giobotics / Giovanni L. Produktions- und Handelsgesellschaft mbH & Co. KG

06/2026 – present

- Management and development of technical support for service robotics
- Central interface between customers, technicians, sales and management
- Solution-oriented customer communication for technical enquiries and complaints
- Ensuring high service quality and long-term customer satisfaction
- Strengthening customer retention through reliable after-sales support
- Technical consulting and sales support for customer projects
- Optimisation of service processes, deployment planning and documentation Training technicians, customers and service partners

### Professional development with practical projects focused on sales, online marketing and digital processes. Pilot project "von Reitzenstein Dynamics UG"

10/2024 – 05/2026

- Completion of training as Online Marketing Manager with distinction
- Further training in AI Management / AI Transformation and Tool Integration (IHK)
- Advanced knowledge of SEO, SEA, performance marketing, funnel structures and digital sales processes
- Practical work on own projects in customer acquisition, CRM structures, sales processes and digital visibility
- Development of skills in automation, presentations, quotation communication and modern sales support

### Sales & Marketing Manager – NOCK Maschinenbau GmbH

06/2021 – 07/2024

- Management of Sales & Marketing (7 employees, 160 authorised dealers worldwide)
- Development and implementation of global sales strategies and international marketing campaigns for worldwide dealer networks
- Revenue analyses, organisation of international trade fair appearances and delivery of product training courses

### Service Technician – HYDRO Systems KG (Biberach)

10/2016 – 05/2021

- Maintenance, repairs, technical support & after-sales for complex equipment (GSE, Rolls-Royce transport systems)
- Conducting training, maintenance & certifications
- Worldwide deployment planning & customer support

### Technical Sales Manager – American Global Business Corp (Panama)

03/2011 – 09/2016

- Business development in Latin America (industry, mechanical engineering, energy)
- Key account management & technical consulting
- International trade fairs, CRM & sales strategies

### Self-employed – Sales & trading of construction machinery (Spain)

01/2005 – 02/2011

- Import/export, logistics & international customer support

### Earlier positions

02/1992 – 12/2004

- Technical management & service positions in Spain & Germany (HKL Baumaschinen, Monty Nautic, MTU Friedrichshafen) and military service (German Armed Forces, reserve NCO).

## PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

- **Manager in AI Transformation and Tool Integration (IHK) | Agile Heroes GmbH** (12/2025)  
AI fundamentals, tools and platforms, AI frameworks and project management (Scrum, Data Driven Scrum, CRISP-ML(Q)), roles and responsibilities in the AI context, use-case analysis, AI tools and practical application, prompt engineering, development and operation of AI agents and automations (including process design and interfaces), change management for AI implementation, adoption and communication, governance (ethics, law, data protection, compliance), and development of company-wide AI strategies and roadmaps.
- **Online Marketing Manager (Allensbach University / Munich Marketing Academy)** (08/2025)  
Graduated with distinction (100%) - Digital marketing strategies, SEO, SEA, Funnel-Strategien, Performance Marketing, KI-Tools, Content Marketing, Social Media Advertising, User Experience Optimization, consumer strategies, Neuromarketing, Guerrilla Marketing.
- **AI in Marketing (MMA)** (07/2025)  
AI-supported market research, content marketing, social media, AI advertising
- **SEO & Search Engine Optimisation (MMA)** (04/2025)  
Keyword analysis, content optimisation, AI-based SEO strategies
- **AEVO – Training as an IHK Instructor** (06/2023)
- **Vocational training as an Industrial Mechanic – Precision Engineering** at MTU Friedrichshafen GmbH (06/1999)

## TOOLS & TECHNOLOGIES

- **CRM & Sales:** GoHighLevel, Salesforce, Brevo, weclapp, ToolSense
- **Web:** Wordpress, DIVI Builder
- **Analytics & Tracking:** Google Analytics 4, Tag Manager
- **SEO & Ads:** SEMrush, Ahrefs, Google Ads, Google Search
- **Content & Creation:** CapCut, Canva, Gamma, Kling AI, Midjourney, Eleven labs, Descript, Flow, Veo3
- **Automation:** n8n, Make, GPT´s
- **LLM:** Open AI, Gemini, Anthropic, DeepSeek, Perplexity, Ollama

## PERSONAL STRENGTHS

- **Resilience & Innovation:** Turning setbacks into opportunities
- **Communication & Leadership:** Building trust, leading teams
- **Intercultural Competence:** Experience in DACH, Spain & Latin America
- **Creativity & Courage:** Guerilla Marketing, Storytelling & Growth Hacks

## OTHER SKILLS & KNOWLEDGE

MS EXCEL



POWERPOINT



WORD



OUTLOOK



PHOTO EDITING



VIDEO EDITING

