

Klaus Schuster



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CAREER HISTORY

Klaus Schuster Management Consulting

11/2006 – present

Principal

In November 2006 I founded Klaus Schuster Management Consulting d.o.o. with domicil in Ljubljana, Slovenia. In the meantime I positioned myself as a management consultant, management coach, speaker and author quite successfully in German-speaking countries as well as in the entire ex-Yugoslavian region (see more under www.schuster.si or www.ksmc.si).

Slovenian Managers' Association "Združenje Managerjev"

09/2007 – present

President of the Foreign Managers' Section and Member of the Executive Board of Združenje Managerjev

In September 2007 we founded under the roof of the Slovenian Managers' Association and besides the already established sections for young and female managers a third one: the Foreign Managers' Section. As a president of this new body I'm also representing it in the Executive Board of Združenje Managerjev.

Volksbank Serbia

04/2003 – 10/2006

Member of the Executive Board

08/2003 – 10/2006

Volksbank Serbia is a subsidiary of Oesterreichische Volksbanken AG. I was responsible for Organisation, IT, branch establishment, Accounting and Controlling, and since January 1st 2005 also for Retail Business, Product Management, Marketing and Human Resources – in total around 150 employees – and reporting directly to the Supervisory Board.

Key achievements have been the recruitment of a management team, the establishment of ten branches with a new concept for Serbia and a modern Headquarter, positioning Volksbank Serbia as THE bank for mortgage financing, setting up a process and customer oriented organization, implementing a new IT infrastructure including the migration to MIDAS core system, implementing standardized process and project management, developing various products, e.g. mortgage financing, card business and reaching the economic break-even on a monthly level.

Project Leader

04/2003 – 08/2003

Responsible (on the ground in Serbia) for the take-over of Trust Banka, which was bought by Oesterreichische Volksbanken AG in August 2003, for developing the strategy and legal transformation into Volksbank in Serbia.

Volksbank Slovenia

12/2001 – 04/2003

Member of the Executive Board

Volksbank Slovenia is one of the oldest foreign subsidiaries of Oesterreichische Volksbanken AG. I managed Back Office (Transaction Banking, etc), Organisation, IT, Accounting and Controlling with approximately 40 employees.

After a major fraud case at Volksbank Slovenia with serious financial damage, two Members of the Executive Board had to leave the company and the Supervisory Board nominated me as a trouble shooter to take over their responsibilities with the objective to rectify the situation.

Besides that the National Bank demanded the integration of the bank's core system (issued in a decree in 1999) and threatened the bank with cancellation of the license. In December 2002 the National Bank confirmed that all open issues have been solved.

Other tasks during this time were the reorganization to a process and customer oriented structure, implementing standardized process and project management and coordinating more than 40 various projects (e.g. centralization of controlling and reporting).

Oesterreichische Volksbanken AG

04/2001 – 11/2001

Member of Management Service Team in Vienna

Moving a step ahead on the basis of my operational bank experience, I prepared myself in various projects and due diligences, for instance the merger between OEVAG's retail division and Volksbank Wien.

IPM CLUB

06/2000 – 01/2003

President

In June 2000 some students of University Graz founded the IPM CLUB, an NGO for International Project Management in Graz/Austria, under my leadership.

When I handed over the Club to the new management in January 2003, IPM CLUB counted more than 1.000 friends, approximately 150 project managers as ordinary members and various sponsors, incl. Microsoft and the Styrian Government.

Under my leadership we organized the International Project Management Day 2002 in Graz, ran 16 so-called First Friday Meetings with speakers like Hendrich and Tumascheit and issued 8 quarterly IPM Newsletters.

Volksbank Muerztal-Leoben

09/1992 – 03/2001

Assistant to the Executive Board

10/1998 – 03/2001

I managed and coordinated Sales, Marketing and the bank's subsidiaries, which included daughter companies of Volksbank Muerztal-Leoben as well.

I founded four daughter companies of Volksbank Muerztal-Leoben: a consulting company, a real estate agency, a local radio station and a marketing agency. Founding these companies included creating of all the strategies, establishing the companies on operational level and finally handing them over to Managing Directors.

Initiated and joined the Austrian Volksbanken Group project team for developing www.volksbank.at for more than 60 Volksbanken and Oesterreichische Volksbanken AG.

Managing Director of a local radio station

05/1998 – 03/2001

In 1998 Volksbank Muerztal-Leoben and a journalist founded the first local radion station in Upper Styria/Austria, Radio Gruen Weiss. Initially I – as representative of the bank – was planned to be in charge for only the commercial part of the company, besides regular responsibilities in the bank.

Due to increasing problems in the shareholders group, I was asked to take over the full responsibility for establishing the radio station on the local market.

In this function I managed approximately 40 employees and free lancers.

Among all local radio stations in Austria Radio Gruen Weiss became the most successful radio station for the target group 14-49.

Head of Credit Department

03/1994 – 09/1998

Managed the bank's credit portfolio, worth more than EUR 100 mio, both from administrative and risk point of view. Reported directly to the Executive Board.

Reorganized the loan process in Volksbank Muerztal-Leoben and improved the performance by reducing number of internal staff (in Credit Department) from 8 to 6 and increasing the portfolio by almost 20%. During this time credit risk was consistently on a low level.

Credit Adviser

09/1992 – 03/1994

Despite my work background in industry and trading, I joined the Credit Department of Volksbank Muerztal-Leoben and learned banking business from the scratch.

Stadtwerke Kapfenberg

09/1978 – 08/1992

Branch Leader

05/1983 – 08/1992

Managed one of three branches for consumer goods (white and brown goods) in Kapfenberg/Austria, with a sales team of 10 employees in average.

Shop Assistant

09/1981 – 04/1983

During this time – from July 1982 to Februar 1983 – I did my military service as well.

Commercial Trainee

09/1978 – 08/1981

I started my career as a commercial trainee for trade with consumer goods (white and brown goods).

EDUCATION

IEDC BLED International School of Management

Executive MBA

2006-2008

Volksbanken Academy

Education as Corporate Account Manager completed

2002

Assessment Center with highest classification completed

1999

Management Curriculum (Tutor: Helmut F.Karner) completed

1998

Full lending business education cycle completed

1996

University of Graz/Austria

Postgraduate study for International Project Management

1999-2000

Study at the Faculty for Economics (not finished)

1990-1994

University preparation course

1989-1990

Others

Professional High School (Realgymnasium)

1975-1978

High school

1973-1975

Elementary school

1969-1973

CERTIFICATIONS

Certified International Project Manager at the University of Graz	06/2000
Authorized Representative (Prokurist) in Volksbank Muerztal-Leoben	03/1996
Austrian Ski Instructor	02/1989
Trainer in Retail Trade	04/1985

PUBLICATIONS

“11 Managementsünden, die Sie vermeiden sollten. Wie Führungskräfte sich um Karriere, Verstand, Ehepartner und Spaß bringen“ Redline-Verlag, ISBN: 978-3868810387

Regular articles in the Slovenian daily business newspaper FINANCE about management, leadership and organization and in the German PROJEKTMAGAZIN about project management

Thesis for Management Curriculum Diploma „Corporate Business of Styrian Volksbanken in the Year 2005“

Work on the project „tele@cademy“

Various articles in newsletters of IPM CLUB and in business magazines in Austria, Serbia and Slovenia

PERSONAL

Birth date:	July 11th, 1963 in Bruck/Mur, Austria
Nationality:	Austrian
Languages:	English fluent, basic knowledge in Serbian and Slovenian
Hobbies:	Ski, Tennis, Hiking and Classical Guitar
Membership:	Wirtschaftsforum der Führungskräfte (Austrian Managers Association), Združenje Manager (Slovenian Managers Association)