

Curriculum Vitae

Susanna Burkert, Unterer Mühlenweg 1 • 78315 Radolfzell-Markelfingen, Germany
Cell: +49 176 814 848 53 • E-Mail: susanna.burkert.sb@gmail.com • skype: susannaburkert

PERSONAL DATA

Birthday: 16 May 1969
Nationality: German
Civil status: Not married

PROFESSIONAL EXPERIENCE

- Mar 2019 – today *Federal Employment Agency, Headquarter*
Program “Automation within the Unemployment Insurance”,
Subproject “Agile Program Management”
Change- and Quality Manager
- Responsible for stakeholder communication
 - Project marketing
 - Qualification Concept
 - Quality Assurance
- Sep 2018 – Feb 2019 *Federal Employment Agency, Headquarter*
Command Support Unit – Digital Transformation Unit
Requirements Engineer for the Development of Online Products within the Domain “Professional Counseling and Vocational Guidance”
- Facilitate agile software development with Scrum and Kanban
 - Take part in / organize Design Thinking sessions
 - Deputy of the 'Manager Responsible for the Procedure'
- Jan 2018 – Aug 2018 *Federal Employment Agency, Headquarter*
Command Support Unit – Leadership Advisory Unit
First Expert for Product Development and Professional Promotion
Fully responsible for:
- Quality Management following the ISO Standard 9001:2015 Norm and European Foundation for Quality Management (EFQM)
 - Quality Assurance
 - Proceeding efficiency and performance reviews
 - Product Development for subject-specific supervision tools
- Feb 2016 – Dec 2017 *Workforce Development Center, Body of the Federal Kazakh Ministry of Labour and Social Development*
Department for Business Excellence of Public Employment Centers
-

Leading Expert for Labour Market Policies

Responsible for all parts of developing the Kazakh Labour Market Administration thereby carrying out the full range of consultative, management and administrative assignments:

- Introduction of quality management according to the Common Assessment Framework (CAF), the European Foundation for Quality Management (EFQM) and the ISO Standard 9001: 2015, Total Quality Management
- Concept development for the implementation of Management by Objectives and the use of target agreements
- Development of job profiles
- Concept development for competence management
- Carrying out training needs analysis
- Further development of the Labor Market Information System
- Introduction of a labor market program of active labor market policy, taking into account the objectives of German Government (Sustainable Development Goals) Development of new active labor market policy products and services
- Further development of social legislation

Dec 2015 – Jan 2016

Gesellschaft für Internationale Zusammenarbeit (GIZ) Body of the Federal German Ministry for Economic Cooperation and Development

- Trainings for the secondment to Kazakhstan

Jun 2014 – Nov 2015

*Federal Ministry of Labour and Social Affairs
Department IIb3 Labour Market Issues of the Social Code, Volume III and Social Code, Volume IX*

Senior Specialist Adviser/Expert

Responsible for areas *Labour Market Promotion, Vocational Trainings and issues of particular groups of people* thereby carrying out the full range of consultative, management and administrative assignments:

- Answering petitions and submissions, eliminating the consequences of erroneous decisions by employment agencies
- Promoting vocational education
- Carrying out coordination of tasks and approvals of tenderers in connection with the Program 'Initiative Inclusion' with a lump sum of EUR 100 million
- Evaluating, selecting and awarding of proposals of tenderers in connection with the Program 'Social Inclusion through participation in the labour market' with a lump sum of EUR 450 million
- Political strategic advice to the management
- Networking with stakeholders, social partners and organizations
- Active participation in high-level meetings
- Representation of BMAS positions vis-à-vis authorities, committees and associations
- Participation in the preparation of the National Action Plan for the implementation of the UN Convention for Disabled Persons

- Delivered recommendations for the drafting of the Social Code , Volume IX (Bundesteilhabegesetz)
- Responding minor interpellations from members of the parliament (Mitglieder des Bundestags)

May 2012 – May 2014

Central Placement Office of the Federal States of Bavaria and Baden-Württemberg

Key Account Manager

- Managed diverse labour issues for global players and stock listed companies:
 - Advisory and support concerning all strategic affairs of HR management
 - Business area development
 - Advice and support of global players in recruitment matters for apprentices, students and professionals including, trilateral labour market projects
 - return to work management
 - Advice and support in matters of the fulfillment of compulsory employment regulations
 - Preparation of cooperation agreements
 - Corporate Health Management
 - Demography advice
 - Event planning and execution

Jun 2006 – Apr 2012

Federal Employment Centre, Konstanz Branch

Vocational Training and Education counsellor

Focused on apprenticeship and return to work counselling for people with disabilities

- Conducting school lessons and parenting evenings
- Conducting information events for teachers
- Monitoring and management of vocational measures (Quality Assurance)
- Networking with providers of rehabilitation and other partners in the market
- Seminar leader for colleagues of the Rehab-team
- Creating trainings in the sphere of vocational Rehabilitation

Jan 2005 – May 2006

Federal Employment Centre, Ulm Branch

Case Manager for young people according to Social Code II

- Mediated and integrated young people under 25 years into the labor market with the focus on training or placement taking into account the individual
- Conducted Integration plans including demand and profile analyses
- Managed the development process of young people
- Conducted decisions and providing legal information on the eligibility of benefits under Social Code II
- Counselling Network partners, cooperating with departments of Job Centre's, municipal facilities, training providers, measure providers and counseling Centre's

Sep 2002 – Jan 2005

Federal Employment Centre, Ulm Branch

Legal administrator for fines and criminal proceedings

according to the German Fiscal Code

- Conducted proceedings in cases of suspected tax evasion in connection with child allowances
- Examined the initial suspicion
- Terminated prosecution of tax evasion crimes
- Ensured compliance with the legal basis of the Tax Code
- Took final decisions, for instance execution of a penalty order and report to the prosecutor
- Conducted hearings and attending main hearings
- Processed self-reports of tax evaders.

Jan 2002 – Sep 2002

Federal Employment Centre, Ulm Branch

Job Broker

Fulfilled routine tasks including:

- Placement of unemployed people in work, training or internships
- Acquisition of job offers
- Organization and conducting of events
- Documentation and reporting
- Recording counseling meetings and results

Oct 2000 – Dec 2001

Federal Employment Centre, Ulm Branch

Executive officer for misdemeanours

- Processed administrative offenses
- Resigned burdensome administrative files in case of social security fraud
- Dealt with contradictions and representation before the court
- Created opinions in the context of contradictions and complaints
- Initiated enforcement measures

Sep1997 – Dec 1999

Federal Employment Centre, Ulm Branch

Executive officer for unemployment benefits, unemployment support and education and re-training

- Managed acceptance of benefit claims and training claims
- Examined existence of the eligibility requirements according to Social code, volume III
- Took decisions about entitlement to benefits in difficult cases
- Calculated the amount of social benefits
- Imposed blocking periods
- Calculated the rest periods of the claim
- Adopted administrative files
- Processed opposition proceedings
- Cooperated with employers, other departments and other social security companies
- Approved of training measures

Dec 1992 – Aug 1994

Federal Employment Centre, Ulm Branch

Expert in the Department of Education and Re-training

- Supported apprentices and students
- Prepared and support of job interview invitations
- Created internal training plans
- Corrected exams

- Took care of trainees
 - Reviewed the report booklet
 - Coordinated internal trainers
 - Organized and supported further vocational training of employees
- Jul 1990 – Dec 1992 *ADAC Württemberg e.V.*
(A branch of Europe's biggest association of motorists)
Commercial Clerk
- Advised and supported of club members in the service area
 - Sale of services such as insurances, sales of memberships, travel and goods
 - Processed of Complaints
 - Mastered data maintenance
- Jun 1988 – Jun 1990 *Douglas Retail*
(Fragrances and Cosmetics)
Sales Clerk
- Sold of fragrances and cosmetics, advised customers

EDUCATION / UNIVERSITY STUDIES

- Jun 2010 – Feb 2012 *University Konstanz (HTWG)*
- **MBA: Human Capital Management** (grade „very good“)
Master thesis: Implementing the UN Disability Rights Convention – opportunities and limits (31 Dec 2012)
Project study 1: Supporting corporate social responsibility: reflections on governance by the example of corporate re-integration management (21 Feb 2011)
Project study 2: Development of a monitoring and evaluation design for corporate re-integration management at the Federal Employment Authority (10 Nov 2010)
- Mar 2009 – Feb 2010 *University of Applied Sciences, Neu-Ulm*
- **Certificate** on business administration (grade „good“)
- Sep 1994 – Aug 1997 *University of Federal Labour Administration, Mannheim*
- **Bachelor:** Labour Administration (grade „satisfactory“)
- Sep 1991 – Aug 1992 College in Neu-Ulm
- **College degree** (grade „good“)

APPRENTICESHIPS

- Nov 1986 – Jun 1988 Commercial clerk, retail sales person
- Certificate received 30 Jun 1988
- Sep 1985 – Jun 1986 Sales person and store clerk
- Certificate received 1 Jun 1987

MISCELLANEOUS

Languages: German: mother tongue
 English: business fluent
 Italian: basic

IT/Software: Sound knowledge in MS Word, MS PowerPoint,
 Basic knowledge in MS Excel

Certificates: Certified Disability Manager -CDMP (16 May 2009)
 Certified Legal Guardian (7 Apr 2010)
 Six Sigma – Green Belt (21 May 2011)
 Systemic Coach and Consultant (22 Mar 2014)
 Quality Management Specialist (21.07.2017)
 Quality Management Representative (28.07.2017)
 Quality Manager (08.09.2017)
 Quality System Auditor (27.10.2017)
 EFQM Assessor (01.12.2017)
 CPRE Certified Professional for Requirements Engineering
 (06.12.2018)

Nuremberg, 2019 May 15



Susanna Burkert