



DANIELE PFEIL

 daniele@daniele-pfeil.de

 @danielepfeil

Languages:

 German: Native

 English: Advanced Proficiency (B2.2)

PROFILE

Versatile trained professional with 4+ years of experience in IT, telecommunications, and B2B environments. Strong in structured communication, escalation management, data analysis, and CRM-based processes — equally at ease with people and systems. Open to commercial, operations, customer-facing, or people-focused roles where empathy, structure, and clear thinking make a difference.

WORK EXPERIENCE

CS DELIVERY STATION LIAISON (01/25 - 01/26)

Internal promotion from operational role, 08/2024
Amazon

01/25 - 01/26

Handled 30–50 customer cases per day across email and phone, resolving issues independently and escalating only when needed; coordinated with customer service, logistics, and delivery partners to manage delivery attempts and maintain process quality through customer data review and correction.

WAREHOUSE ASSOCIATE (08/24 - 01/25)

Amazon

08/24 - 01/25

Handled order picking, stock handling, and shipment preparation as the final quality step before customer delivery; operated warehouse equipment and contributed to ongoing process optimization in a fast-paced shift environment with high accuracy standards — operational foundation that led to internal promotion into the Customer Service Liaison role.

TELECOMMUNICATIONS CONSULTANT

(12/23 - 05/24)

Langefeld Vertriebs GmbH

(Telekom Partner)

12/23 - 05/24

Served private and business customers in consulting, sales, and technical service; managed customer acquisition and account support while also handling operational tasks such as goods receiving, warehouse management, and cash register systems.

SALES-ENGINEER TRAINEE (04/23 - 09/23)

Cognex Germany Inc. - Karlsruhe

04/23 - 09/23

Supported B2B sales of industrial machine vision systems through technical presentations, customer-site product demos, and sales-process support; completed CRM training in Salesforce covering systems, prospecting, and sales workflows.

EDUCATION

IT SYSTEMS MANAGEMENT

APPRENTICE (09/19 - 01/23)

Deutsche Telekom AG - Stuttgart

Combined B2B corporate sales with technical customer service across inbound and outbound channels, including field service support, troubleshooting, store-based service, and data analysis/ticket processing in a B2B context.

09/19 - 01/23

SKILLS

Hard Skills

- CRM Systems (Salesforce, Internal CRM Systems)
- Ticketing Tools (Internal Systems)
- Data Analysis & Reporting
- B2B & B2C Customer Management
- Escalation Management
- MS Office
- Inventory Management Systems (Envisia, CAT)

Soft Skills

- Team Player
- Structured Communication
- Solution-Oriented Thinking
- Resilience Under Pressure
- Self-Responsibility
- Fast Learner

HOBBIES



Gym



Boxing



Travel



Cooking