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## Resume for Lone Østergaard

### Profile

I am a collaborative People and Change Manager, able to build up relationships across and inside the organisation. When you have first met me, it is not easy to forget me and my energy and enthusiasm. My career has been both diverse and challenging. I have enjoyed combining the operational world with the high level strategic world, delivering results and gaining valuable work and life experience. I am a strong communicator with a high drive and great interest in other people, driven by a huge need for creating value to the business.

### Key competencies/ experties.

- Building relations and competences across the organisations
- Relationship management incl. outstanding collaboration skills
- Identifying and leading improvement initiatives, incl. complex, strategic and ambiguous continuous improvement opportunities.
- Fast at creating an overview of complex organisations, pointing out any need for changes. Done in respect of the existing structure.
- "People management" – creating and developing leaders and teams on all levels via coaching and teambuilding
- Change management – Mitigation between parties, coaching and developing the people involved
- Integration and implementation of new organisational structures and strategies on all levels
- Development and continuous optimization of a cost efficient business, ex SCM, processes. I can map, document and implement
- Project management – ie. LEAN and misc. IT Projects

### Key characteristics

- Strong leader who actively develops and works within a high performance team
- Experienced in working in diverse, multi-cultural environments
- Interacting positively with people across the organisation on all levels, ensuring a common understanding.
- Strong communicator who takes on board advice and pro-actively contributes to finding solutions

### Keywords on the employee

- Enquering
- Inquisitive
- Engaging
- Delivering

### Personal Profile

I am a family person, living with my 14 year old daughter. We have a large family at home in the North of Denmark where I originally come from. This is where i relax and recharge walking at the beach, spending time with the family.

In my daily life I enjoy sports with focus on fitness, yoga and TaiChi. Also, I like to sing Gospel when I find the time.

The growth of the local society is very important to me, so I am in the board of two local associations.

## Selected job-functions

2015/07 - now

<b>Siemens Wind Power, WP PM TEN&amp;LOG</b>	
Short company description	One of the world leads in Onshore/ Offshore Wind turbines As pr. 1/4 2017 known as Siemens Gamesa Renewable Energy
Role	Team Lead for the PLO team Main responsibility is to ensure a smooth and LEAN flow of all components needed to construct an Offshore Windpark - this includes budget responsibility for transports onshore. Full involvement in the project from it is handed over from Sales until Handover to the customer when construction is done.
Achivements	<ul style="list-style-type: none"> <li>• Teambuilding and development of the team members + maintaining our relations to our stakeholders on a Global level</li> <li>• Building up a new structure with job profiles, processes and procedures up against the rest of the organization – focus on Outbound Logistics</li> <li>• Develop - monitor and follow up on our improvement plans (OFI) and daily targets/KPIs – via board meetings and team meetings</li> <li>• To run special major workshop e.g. value stream mappings both inside and outside my own organization, preparing, identifying and running continuous improvement projects inside and outside of my own organization.</li> <li>• Support my team on all ad hoc tasks, the last months my major focus has been on our SCM flow, identifying improvement areas and developing solutions.</li> <li>• Coaching of a group of young managers in the organization (mainly non Danes) to strengthen their daily performance</li> <li>• Part of the Siemens Mentor program - I have three mentees from different departments in Siemens.</li> </ul>
Team size:	
16	
Hamburg and Vejle	

2011/08- 2015/07

<b>Siemens Wind Power, PL Service Offshore HQ Operations</b>	
Short company description	One of the world leads in Onshore/ Offshore Wind turbines
Role	Global Operations manager Key Account for DONG (all regions), Responsible for region UK/Ireland
Achivements	<ul style="list-style-type: none"> <li>• Startup, development and restructuring of the operational setup in the Region UK/Ireland</li> <li>• Startup of Site Kick Off workshops ( PACT ) across the regions</li> <li>• Driving changes and synergies across windfarms across UK/Ireland</li> <li>• Participating in everything from toolbox talks to captains meetings.</li> <li>• Connecting the back office functions in DK and UK with site</li> <li>• Mapping the daily processes and training the techs/site staff/ back office staff in the new processes/tools. Introducing and working with PACT tools.</li> <li>• Connecting Operations with all other stakeholders internal and external.</li> <li>• Implementing a demand planning and forecasting team, inventing tools.</li> <li>• PM on several different projects internal / external ( incl. the Global Reporting project )</li> <li>• Key role in developing new markets</li> <li>• Key role in developing global and local processes/procedures</li> <li>• 70-100 travel days a year to the UK and DE org.</li> </ul>
Team size:	
330	

2009/11- 2011/08

<b>DONG Energy Operations, Hørsholm</b>	
Company profile	The leading energy supplier in Denmark and also a strong European presence.
Role	Operational Analyst in Energy Markets Part of a 24/7 team handling the gas portfolio within DONG
Achievements	<ul style="list-style-type: none"> <li>• Handling the physical flow/transportation of gas as well as balancing on all markets in close cooperation with trading, back office etc.</li> <li>• Working on various projects developing and implementing KPI's.</li> <li>• Running two LEAN pilot projects:               <ul style="list-style-type: none"> <li>○ Identifying business + team culture/ workflows and procedures</li> <li>○ Developing and implementation a web based platform handling the LEAN initiative</li> <li>○ Highlighting high Level processes and procedures + implementing them into the team.</li> </ul> </li> <li>• Planning of the 24/7 team - long term and day/day</li> </ul>
<i>Team Size:</i>	
<i>14 ( totally 2600 )</i>	

2006/09- 2009/09

<b>Scan Modul System ( Georg Larsson ), Hillerød</b>	
Company profile	Design, sale and production of high quality hospital equipment . The company was acquired by Stanley Works in October 2008, as part of their Healthcare Solutions platform.
Role prior to acquisition	Shipping / Logistics Manager.
Achievements prior to acquisition	<ul style="list-style-type: none"> <li>• Building up a Global DC incl. processes and procedures, KPIs and budget</li> <li>• Implementing LEAN packing principles</li> <li>• Responsible for all exports – i.e. Contact to daughters, dealers and transporters.</li> <li>• Responsible for the warehouse, implementing a logistic system to simplify the daily routines from order intake to end user delivery. This improved not only workflows, but also the lead time in the production.</li> <li>• Developing and introducing/maintaining storage locations, bringing down the packing time with more than 30%</li> <li>• Handling bundle shipments and direct order packing for 5 subsidiaries and dealers /end-users around the world.</li> </ul>
Role after the acquisition	Supply Chain Manager.
Add. Achievements after the acquisition	<ul style="list-style-type: none"> <li>• Leading and developing a new logistics team (purchasing, logistics and back office functions)</li> <li>• Owning and participate in strategic projects to improve global SCM (i.e. LEAN).</li> <li>• Negotiation of new inbound/outbound freight rates that ensured an app. 20% discount as support to the global "general savings" project.</li> </ul>
<i>Team Size:</i>	
<i>130 ( 20000 )</i>	

2004/06 – 2006/08

<b>Buksesnedkeren Aps, Gilleleje</b>	
Company profile	Clothing company that used to design, sell and distribute the brands Signal and H2O worldwide from the headquarter in Gilleleje
Role	Customer/ Shipping koordinator
Achivements	<ul style="list-style-type: none"> <li>Responsible for the bonded warehouse incl. customs clearance, contact to SKAT(Danish Tax) and other governmental authorities.</li> <li>Handling of applications to governmental institutions</li> <li>Ordering and coordination of truck transports</li> <li>Ad hoc Projects, E-export coordinator. General advisory of colleagues and project management.</li> </ul>
<i>Team størrelse:</i>	
<i>105</i>	

2001/01 – 2004/05

<b>MAHE Euro AS, Kastrup</b>	
Short company description	Forwarding Company with a large customer portfolio - including UNICEF, Novo etc. With many external hauliers + own domestic trucks and a large fleet of Trailers. Providing transport solutions from A-Z, but also the whole concept / analysis / customs clearance, project forwarding, etc. Handles all kinds of items and all types (SEA, AIR, TRUCK, COURIER)
Role	Freight forwarder
Achivements	<ul style="list-style-type: none"> <li>Responsible for traffic core of the continent with a focus on the Benelux countries</li> <li>Planning of 50-60 trucks a day, preparation of customs documents, ensuring miscellaneous documentation via Excel.</li> <li>Customer Care/sales preparation of bids</li> <li>IT super user for a team of 30 people</li> <li>Handling special "impossible" tasks as a corporate trouble-shooter with great success</li> </ul>
<i>Team size:</i>	
<i>100</i>	

1998/08 – 2000/12

<b>Nor-Cargo Danmark AS, Padborg</b>	
Short company description	Forwarding Company with a large customer portfolio, many external carriers and a large fleet of Trailers. Providing transport solutions from A-Z - but also project forwarding, all concepts, etc. Handles all kinds of items and all types (SEA, AIR, TRUCK, COURIER)
Role	Forwarder
Achivements	<ul style="list-style-type: none"> <li>Responsible for truck/courier transports to and from AT, CH, F, BE, NL. IT</li> <li>Managed special projects, customs documentation, sales for both new and existing customers, general customer care</li> </ul>
<i>Team size:</i>	
<i>8</i>	

## Language / Education/ Trainings / IT skills

Language	
Danish	Native language
English	Negotiation level read/write
German	Negotiation level read/write
Swedish	Good understanding
Norwegian	Good understanding
Frensh	Turist level

Education	
2017	Certified Shadow Coach at Psychologist Mette Holm
2014-15	Certified Business & Life Coach at Manning Inspire
2012	PM@SIEMENS – level 3/C (Project Management)
2001-03	Academy foundation/Bachelor in Logistics
1998	Shipping agent at LEP International, Padborg
1996	Academy Profession Degree in Financial Management from Silkeborg Handelsakademi incl. 13 month. internship at Dresdner Bank in Nürnberg
1994	HHX (Business College) Frederikshavn Handelsskole

Trainings	
2015	Cultural Management
2015	Stress Management
2015	Change management, Siemens int. Management training
2014-15	People Business Management Siemens – Siemens int. Management training program
2009-11	Proces Management – DONG LEAN int. training ( DEEP )
2008-09	LEAN – Senior consultant training (Stanley Works Management program)
2007	Conflict Management, Communication, facilitator/presentation training

IT skills			
System	Years	Level	Last used
MS Office	19	Experienced	2018
ERP ( AS400/ Navision / others )	15	Experienced	2011
SAP	6	Skilled	2018
MISC systems	19	Skilled	2018