

THE HUB

THE BUSINESS AND CAREER MAGAZINE

3 / 2017

**JOBS
INSIDE**

ARTIFICIAL INTELLIGENCE



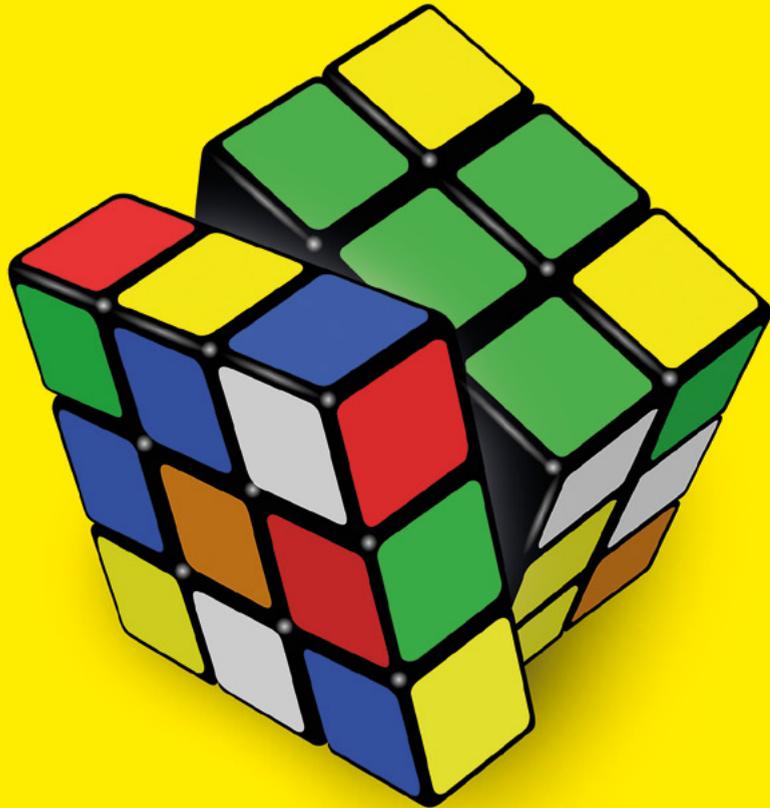
At home advisors - Work-life balance meets scalability

Mind over body - You can do it, if you put your mind to it

A story of success keeps going - Interview with Helena Guardans i Cambó



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EDITOR'S WORD



Are you always up-to-date with the latest artificially enhanced devices? Then our article on the rise of artificial intelligence is your must-read in this third edition of our The HUB magazine. We also offer some very interesting insights into the future of temp work and the benefits of working in a home office.

With summer around the corner, we have further included some fun ideas for a city trip, if Berlin is what you crave. Of course we also have you covered in the reading department with enjoyable book recommendations from our very own employees. Plus, we have something in store for your body and soul too with our article “Mind over Body”.

Of course we have included another success story by one of our talented colleagues again, valuable application tips, an inspiring interview with our CEO SELLBYTEL Spain Helena Guardans i Cambó, and loads more.

Do you feel like you need a change of career and maybe even location? No worries, we are here to help you out. Make sure to have a close look at our various career opportunities across the world.

Now enjoy our third edition of The HUB!

You have questions, comments, or want to send us your feedback? Here is your go-to address: TheHUB@sellbytel.com

A handwritten signature in black ink, appearing to read 'H. Krahn'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Dr. Henning Krahn
Head of Human Resources, SELLBYTEL Group

    #sellbytel_group

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SHORT NEWS

Information from all around the (SELLBYTEL) world

SELLBYTEL APAC creates new business unit: Training as a Service

SELLBYTEL APAC has just developed an entirely new training business unit called "Training as a Service" (TaaS) for both existing and new partners. TaaS involves training for onboarding / induction, product, soft skills and leadership. The approach further incorporates several interesting interactive webinars and an e-learning academy.

INTERNET FACTS

1969

ARPA (Advanced Research Projects Agency) is online and connects universities – really helped all those students

1972

Yay, the first e-mail was sent

1982

People now actually call it Internet

1988

The first evil virus makes its round – creating lots of fear of cyberspace

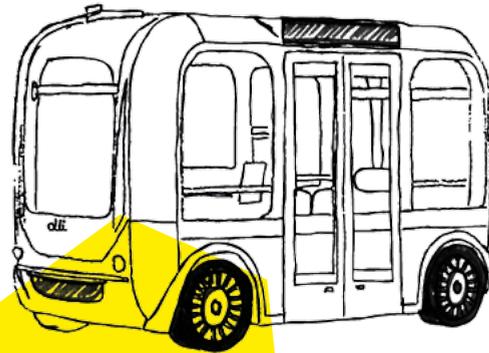
1994

The white house now has a homepage

2005

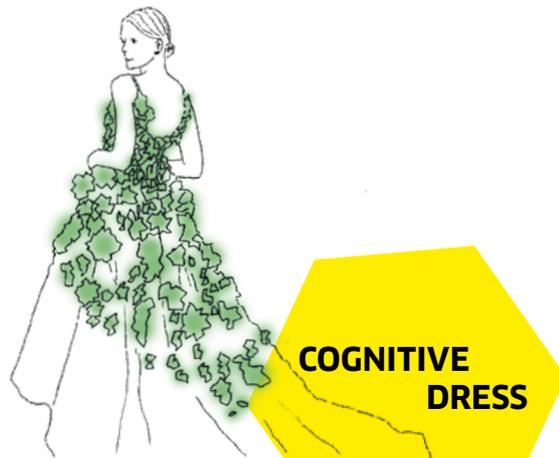
YouTube was launched and changed the way we did things forever

COOLEST NEW INVENTIONS AND GADGETS ...



OLLI

This car will not only drive without your help but it also answers your questions and takes you to the location you desire – such as a new cool restaurant you asked for.



COGNITIVE DRESS

Marchesa, in collaboration with a global IT company, designed a dress that responds to the feedback of social media fans in real time, by changing colors.



SELLBYTEL celebrates milestone for new headquarters in Nuremberg

2018 is coming fast, and with it the move of our Nuremberg and Fuerth offices to our new location in Nuremberg's Tullnaupark. Attractive lounge areas, a cafeteria as well as modern offices for over 800 employees will await us there – we can't wait to see our new offices!

The Extra Mile

On May 26th, 50 managers and key participants from various projects and departments were brought together in Girona to celebrate the V Top Managers Meeting with the motto "The Extra Mile".

The day ended with a team building activity, where all attendees dived into their creativity by painting and expressing the bond with the team and company in an abstract way.

You can find some images of the results on our Facebook page.

What an amazing day!



SELLBYTEL



SELLBYTEGroup



SELLBYTEL Group



SELLBYTEL

QUOTES ABOUT ARTIFICIAL INTELLIGENCE ...

1

"By far the greatest danger of artificial intelligence is that people conclude too early that they understand it."

Elizier Yudkowsky

2

"If your iPad can do it better than you, then it is not a skill."

Rafaa Khiari

3

"Some people call this artificial intelligence, but the reality is this technology will enhance us. So instead of artificial intelligence, I think we'll augment our intelligence."

Ginni Rometty

4

"Today's AI is about new ways of connecting people to computers, people to knowledge, people to the physical world, and people to people."

Patrick Winston

ARTIFICIAL INTELLIGENCE

“The science of making machines smart”

Demis Hassabis



Have you enjoyed the latest artificially enhanced technical devices yet? A thermostat that learns from your heating and cooling preferences and headphones that keep track of your workout performance and suggest the proper heartrate for your next run... sounds like a big leap? Welcome to the future!

Devices that are based on algorithms and learn from your habits, preferences and behavior will increasingly impact and also improve our life. While the rapidly growing use of AI-technologies is a rather new medium, data collection and creation of the first AI-systems

has been around for over two decades. The first machine enabled learning programs were even created as early as the 1940s.

Implementing artificial intelligence into daily life was, for a very long time, seen as a potential competition for jobs and human interaction. Fueled by movies like iRobot, the audience often perceived artificial intelligence, or in this case robots, as an entity that might adapt human traits and eventually becomes human-like.

Fortunately, the reality is entirely different. Improving daily life, simplifying procedures or even taking over tasks that are potentially risky for humans, like tunnel or pipeline inspections, are far more often the fields where artificial intelligence innovations are actually used today.

Medical improvements like CAT scans or X-rays that are being read by an automated intelligent device will work precisely, based on data learned from previous results. There is very little risk in fatigue, stress or a human error to impact the readings.

With the ability to collect, read and evaluate large data sets from across the world, many technologies now have the potential to change or impact the course of medical advancement. While many consumers still see, and fear, AI as science fiction only available to few, it is important to remember that everybody can benefit from the latest developments as a consumer or patient.

Voice recognition devices will also play a major part within the consumer focused devices. A voice guide will not only aid with household chores, like starting a washer or regulating the lights, but will also be able to turn on the computer and start a movie on the screen. This can further serve as support for physically challenged individuals, and provide options for a more independent life.

AI HISTORY

1940's

Programmable computers set the base for artificial intelligence as we know it today

1956

Artificial intelligence became an academic field

1972

WABOT-1 was completed, the first intelligent humanoid robot

2002

With Roomba, the first robot for household use was available for everybody

2008

Speech recognition systems for cell phones were introduced

2016

Google's DeepMind AlphaGo software defeats Go champion Lee Sedol

Amazing developments to watch right now:



New ways to collect and evaluate massive amounts of data from around the world will highly influence medical advancement. For example, organizing treatment plans based on digitally collected knowledge and providing doctors with all the wealth of information based on a patient’s answers will become more standardized. Analyzing and evaluating radiology results is another field that will benefit from artificial intelligence in the long term. Apps that can provide first answers to medical questions based on your individual history are also going to gain awareness. Similar to previously conducted searches on the internet for a keyword like “headache”, the answers will now not be based on the average human being, but will read signs based on your individual medical history. This can make quite a big difference in first diagnosis.



Siri can explain some simple math by explaining the division of cookies, Cortana will explain her family tree (Bill Gates is her dad, if you wondered), Alexa will start playing your favorite song if you tell her to or she can read your favorite book that you have downloaded on your kindle. Various

applications that are available for download can already run a simple web search by voice and respond by voice. Some apps, like AI lawyer, can help you appeal parking tickets, based on previous cases.

Intelligent devices like NEST, a smart home heating system, that you can not only control from a distance, but that will eventually learn from your preferences and use this knowledge to heat or cool your home based on your previous temperature settings, will increasingly find their way into our home.



Apps like MONA will learn from your shopping preferences and can guide you through the online shopping world by suggesting products that match your interests and also price points. Large department stores and online marketplaces have already implemented intelligent mechanisms to better cater to your needs rather than losing clients that have to scroll through the immense amount of products when searching for their preferences.



Chatbots are already implemented throughout various customer service solutions. From video and voice chatbots answering your basic online

shopping questions to ordering your cab, Niki.ai and similar devices are on the rise. Customer service bots like aivo can cover different digital channels simultaneously. Apps like demisto can simplify security operations or incident management and can save time by automating the first steps of a reporting.

Many of us enjoy the benefits of artificial intelligence on a daily basis, without giving it a detailed thought. You ask Siri or Cortana for advice on a restaurant or have your questions answered about rebooking your flight online. A chatbot called Anna serves as a guide online for your IKEA shopping needs and you enjoy the fact that Netflix mostly offers the movies that you like to watch.

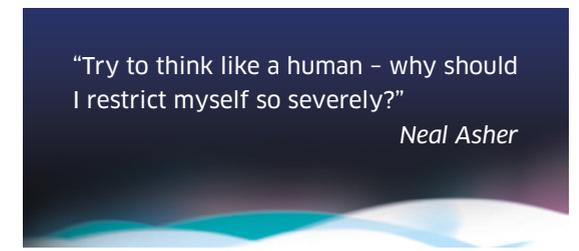
However, it is important to remember that artificial intelligence is still a very much human focused science. It is based on mathematicians, engineers, developers, programmers and many others contributing their human knowledge to constantly improve and adapt. The fast rise of AI technologies has caused a widespread fear or caution among many users that are concerned with the loss of human interaction, often paired with the fear of a huge loss of jobs. Ultimately, the benefits and improvement in quality of life that’s behind the rise of AI will likely outweigh the fear. Historically things have always changed with the development and new implementation of technologies. When cars were introduced, carriages became obsolete. And with the invention of a microwave, many feared that traditional devices like a stove or oven may disappear from our kitchens. But cars improved our quality of life, horses are still around, and microwaves and ovens learned to co-exist peacefully (and both will soon be used through your voice only).

The implementation of AI-supported technologies will create an opportunity for employees to focus on more diverse tasks, such as inventions, improvements of processes and aspects that involve a human interaction. Adding AI technologies to your customer service solution, for example, might enable

employees formerly occupied with repetitive tasks, such as looking up order numbers for customers, to now focus on tasks such as the improvement of customer service and therefore have an opportunity to contribute even more to the overall success of the company. Another example is a repair done on a device like a cellphone or a coffee maker. Where a human interaction was initially required to identify the problem, an AI device is now implemented. The correction of the problem (the physical task or replacing a part) as well as the feedback is still a humanized task. As a result, the technician now has more free time to repair more complex problems that are detected by an artificial intelligence device in a pre-screening step.

Are you concerned that a robot taxi might take you to your destination soon? While this may be a fear many have, also in regards to jobs being replaced by automated intelligence, the reality might paint a different picture. Even if robots are able to perform a task like this, it leaves out important factors like the human interaction many value when taking a cab home or to the airport but also questions such as liability should an accident occur. While the possibility is quite real that short narratives might be written by computers soon, this is likely only going to be replacing standard reports in the business world.

Your favorite writer’s witty and funny narrative style won’t be captured by a program. Artificial intelligence will assist many professions in focusing on even more skilled tasks that cannot be replaced by a device and possibly relieve some stress from repetitive tasks that can now be handled by an artificial device. //hg



“I USE CHALLENGES AS A COMPASS TO GUIDE ME TOWARDS OPPORTUNITIES FOR GROWTH!”

Interview with
Marina Bichoffe,
Demand Management
Representative,
Mountain View, USA



Born and raised in Brazil, our colleague Marina made her way to the US two years ago to work for a nonprofit organization and later pursue a career with SELLBYTEL in Mountain View, California. The smart young woman graduated with a degree in International Relations from a leading university in Brazil, before she completed her MBA in International Trade and Negotiation. We are really impressed by her background and development, so we decided to ask her about her career so far.

Marina, please start off by telling us a bit more about your career before SELLBYTEL.

Sure. I started my career at one of the largest construction & real estate companies in Brazil. From there, I went on to pursue a more internationally focused role, leading the America's go-to-market strategy for a New Zealand based logistics company.

Two years ago, I finally moved to the US, where I began to work as a Program Manager at a nonprofit providing meals for homebound seniors, before starting in my current role at SELLBYTEL.

And how has your career developed within SELLBYTEL?

I started with SELLBYTEL as a Demand Management Representative managing the demand generation for Brazil and Latin America for a leading provider of internet solutions. Since joining, the scope of my role has expanded significantly.

A few of the projects I'm most proud of include an initiative designed to increase pipeline generation from our lead nurture programs, a program to improve collaboration with our Latin American partners, and an internal initiative to improve awareness of the importance of workplace diversity.

What does your current position exactly look like?

Since the time zone for the territory I cover is 4 to 6 hours ahead of where I'm located, I start my day at the office bright and early at 6am in the morning. Much of my time is spent talking to prospects, helping them understand our products and how they can help them achieve their strategic objectives, improve their business performance, and make their customers happy.

Is there anything you like most about your daily work?

I take great satisfaction in working with Brazilian and Latin American companies to help them understand how our products can help them succeed and support tech innovations.

I also appreciate the diverse work environment that I'm a part of. Research from McKinsey & Company shows that companies who are diverse by gender outperform their male-dominated counterparts by 15 %, while racially diverse companies outperform their peers by 35 %. My team is comprised of men and women from different nationalities and ethnicities, each of whom brings a different perspective and set of experiences to their work. In addition to making work more rewarding, I also know this diversity makes us more successful as a team.

What are your tips to others who would like to have this career path within the company?

I think it's really important to lean in and embrace new opportunities and experiences. Some of the most satisfying experiences in my career come from when I stepped outside my comfort zone to take on something new. I would encourage others to embrace that discomfort and use it as a compass to guide them towards opportunities that, while challenging, will drive more professional growth.

And how do you like to spend your free time?

Since entering the tech industry, I've realized just how many opportunities there are available for those who are willing to work hard and learn new skills. Recently, I've been spending much of my free time studying programming through Hackbright Academy, an organization that aims to help close the gender gap in software engineering programs. As I mentioned before, I'm also passionate about driving workplace diversity and I like to attend meet-ups and network with like-minded peers.

Thanks a lot for the inspiring insight and all the best to you!

//aw

MIND OVER BODY

You can do it, if you put your mind to it.

We have all heard that phrase before. But while it seems to come easy to some people, it seems almost impossible for others.

Now that 2017 has settled and many of us realized we did not accomplish or stick to the goals we had, it might be time to reexamine the reasons. Our mind is, no doubt, a very powerful motivator. We study for our university exams, finish a marathon or find enough focus to accomplish a full handstand. Unfortunately, it seems that some are better at putting their mind into something than others.

Is mental strength a personality trait or can we all learn to have our mind work in our benefit? Mental training is a growing trend and an entire industry revolving around it.

There might be small things all of us can try to get a little bit closer to our goals.

Learning to calm the mind down in order to put more focus on a single task sounds like an easy job, but might be the hardest. There are a variety of techniques to help you learn to focus better – and most of all stillness.

Mastering stillness, for example through frequent meditation or yoga, can significantly aid the path for training the mind.

Here are just a few options to help you in getting your mind on the right path.

Visualizing

Visualization can be a powerful tool. Visualize your goals from the inside out. How do you picture

the outcome? Can you see yourself standing in front of those 500 people cheering you on and clapping after you finished your presentation? How do you want to feel when you have accomplished what you wanted? Do you feel your achy hands and feet and racing heart as you climbed that mountain you had always envisioned yourself on? You can also try visualizing the desired outcome from the viewer perspective. Visualize yourself running past the finish line from the sideline view, as if you are a supporter at the race. Watch yourself running past the goal and watch the surrounding crowd cheering everybody on, including you, from the outside.

Practice makes perfect

Make that tingly feeling in your hands or feet work for you. Nervousness before an event can work in your benefit, if you transform it into the energy your body needs. Practice using this energy on a daily basis. Try something that makes you nervous every day and

work up to events that seem more difficult. Are you looking to accomplish a marathon? Sign up for a local 5k race that has less of a competitive edge. Maybe you can try a family and friends run or a company run. Try that yoga class you were worried about. You will find that within a few short weeks you can accomplish poses that you thought would never be available to you. This will give you confidence to try a more advanced class. Are you afraid of speaking in front of people? Speak in front of family and friends about a topic that is dear to your heart and that you are passionate about. Then expand the circle little by little each

time you feel comfortable. Try to make each time a small new challenge by adapting a factor. Maybe this means running an extra three minutes, visiting a different type of yoga class or speaking in front of a few more people you don't know yet.

Control

Learning to control or divert thoughts can be the push you need to look past discomfort or fear in order to accomplish a physical or mental challenge. A small list of positive affirmations could possibly help. Bracelets, or other small items with a meaning, can also divert the focus from a sore foot onto more positive thoughts.

Realizing that there are certain things you can control and others that you cannot, can be quite scary at first. On second thought, this also means there are many aspects that are entirely under your control: the food you eat in preparation, the clothes you wear to be shielded from weather or even the pace at which you run. It is your decision to fuel your body properly, to change your pace accordingly or how to react to external diversions.

Mindfulness

Try to pay attention to the things you do, and do them mindfully. Are you chowing down your lunch every day? How about making it an exercise to slow down your meal, focus on each bite, enjoying the flavor and chewing properly. Instead of getting your phone calls for the day out of the way while walking the dog, try to be mindful of your surroundings instead, and shut the phone off. Have you ever noticed your dog's favorite path or how much he enjoys sniffing flowers? Changing your habit from doing repetitive tasks automatically into a very mindful way can have

incredible benefits: You can slow your thoughts and your mind will be clear after returning home with your dog. This might seem like a quite difficult task to do in the beginning. We know it is really hard to break old habits. So baby steps might be the answer here. Try limiting your phone calls to just one or two on your next dog walk, eventually you will enjoy the peace and quiet with your best friend and feel refreshed and clear when you return home.



Remember that accomplishing even the smallest goal can cause your body to find the source, motivation and mental energy for bigger goals. The happiness you feel when accomplishing a seemingly hard task can be a huge source of strength, not only in the physical sense. Mental strength developed for a marathon can carry over into your

daily life. After all, what are your limitations if you managed to run 42.195 kilometers? Learning to defy your own limits is definitely not impossible. As much as you can train your body and its muscles to grow, your mind can work in a similar way. Consider giving your mind the proper rest that you would also give your body after each training. Your mind needs to recharge and rest as well in order to stay focused. Learn to be present in this moment – after all, it is the only moment that counts. You won't be able to change a past moment that was maybe uncomfortable and you certainly cannot influence any future moments. Accepting and being present in this moment is an important step towards a stronger mind.

Remember: Where the mind goes, the body follows – so make sure it is nice there.

AT HOME ADVISORS

Work-life-balance meets scalability



Transaction volumes for customer support and service will further grow over the next few years. In order to meet the capacity requirements, global players have to approach new talent markets and free themselves from office based space limitations. The terms virtual, home office or flexible work have increasingly come into play.

No longer confined to the basement or unused corners of the house, the home office has emerged as one of the most important residential spaces, thanks to a surge in both self-employment and remote working trends.

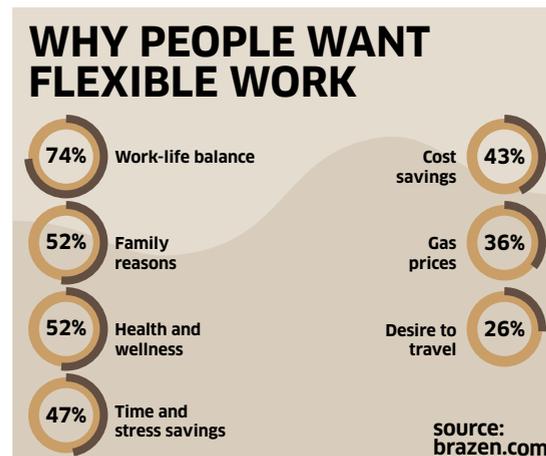
Let us provide you with some figures to demonstrate this:

The regular population of employed work-from-home specialists has grown by 105 % since 2005. About 2.8 % of the workforce works from home, and 50 % of the workforce has a job that allows

them to work from home at least part-time (Huffingtonpost.com).

Why is flexible work so popular?

Employees mostly value the work-life-balance, family factors and health and wellness when it comes to working from home. Time, stress and cost savings are also high on the list.



What are the advantages for businesses?

- No geographical recruitment limitations
- No scalability limitations
- Enhanced talent pool
- Increased efficiency
- Employee satisfaction and loyalty

SELLBYTEL's approach: at home advisors (AHA)

In order to cope with these requirements, the SELLBYTEL Group has enhanced its service portfolio to now include at home advisors.

Our home office program for the client, a leading producer of IT lifestyle products, and their online store project, has been running since mid 2014. We have also expanded our activities for a European Pay TV provider and are growing with several other brands.

We want to take this opportunity and introduce you to our AHA approach, the goals, challenges and advantages.

What's our starting point?

Until recently, our virtualization strategy included one central management team operating a consolidated service across multiple international sites. Now, we take this to the next level by managing, steering and training agents who are literally working from home, in their own home office environment.

What's our motivation?

According to Thomas Soria-Galvarro, SELLBYTEL Vice President Global Key Accounts, "by implementing our AHA program we are able to support our client's growth targets and majorly enhance scalability. We benefit from an extended, actually unlimited, candidate network for the available positions by exploring new growth regions, while having no space constraints".

We are able to scout talent in regions that would not have been in our geographic reach due to the

location factor. In other words, we can approach new regions with vast amounts of local and foreign speakers, reach out to a population with less job opportunities and also identify a different talent skillset.

We further utilize the extended daily time span an agent offers when he is working from home and does not have to commute in order to support the requested coverage of service hours for the client. This can include weekend shifts too.

The other very important factors are the obvious benefits for our new employees. Employees save a lot of time, energy and cost while not spending an awful amount of time in public transport or own vehicles, when working from home.

Flexible shifts within the daily service hours in our managed projects offer the freedom to plan the day around family obligations they may have. We only work with directly employed staff rather than contractors or freelancers.

How can we summarize the benefits?

As discussed above, the benefits resulting from our AHA program are diverse. They can be categorized according to: employee, client and SELLBYTEL.

Employee

- Job opportunities in structurally weaker regions
- Flexibility: e.g. part-time work management or multiple dayshifts
- Improved work-life balance
- Cost and time savings

Client & SELLBYTEL

- No space constraints, being independent from brick & mortar environment
- Tapping into new geographic talent markets
- Extended candidate network
- Greater regional flexibility in the selection of employees
- Different skillset of people: we reach all types of people and age groups without limitations

What are the challenges?

At home advisors should not feel like they are detached from brick & mortar. They should feel as an integral part of the entire organization. So the introduction of a buddy system after training creates a team character between brick & mortar and at home agents, whereby tenured agents support rookies during their ramp-up.

High team-management awareness is key. Thus, our AHA agents have a management that regularly informs, coaches and provides feedback. This again helps create an environment where at home agents feel that superiors take care of each personal issue in a proactive way.

A talent care and development program is in place accompanying an agent from the day he/she signs a contract, starting a career with SELLBYTEL. It is important to us that at home agents have the same opportunities to develop and advance as agents in brick & mortar environments.

A playbook of process steps including guidelines on what to do in case of technical issues, relocation or any other job-related queries is available. Besides, a highly accessible and skilled support-force taking care of logistics, IT support and admin topics is in place.

Thomas Soria-Galvarro adds: "Finally, it is essential to brand employees, both according to SELLBYTEL and the client. People should feel like a part of the client organization and appreciate the team building efforts as well as the positive SELLBYTEL spirit.

What are the tools and process requirements?

Most importantly, the provision of ultramodern systems and tools to track and monitor performance on a constant basis are essential - not only for the client and SELLBYTEL but also for the agent. Well-defined processes and

procedures must be in place and transparent for everyone.

The at home environment must also have the same data quality connection as a brick & mortar environment. Hence, an excellent data connection is mandatory.

High security standards and zero tolerance guidelines are important as well.

VILT (Virtual Instructor-Led Training) certified trainers provide the initial training almost completely virtualized. Consequently, a professional collaboration tool must be in place for these sessions.

Real-time monitoring is further compulsory in combination with the collaboration platform, allowing team management and coaches to reach out and provide feedback to employees. Vice versa, agents can contact their superiors and office-based colleagues at any time to obtain support in their day-to-day work.

Following a roadmap of self-guided training and webinars is vital and has to be completed by each agent on an ongoing basis to keep their knowledge at the highest possible level.

Altogether, the systems and tools offered have to guarantee maximum efficiency and transparent communication between management, coaches and agents. Finally, excellent conditions - both in human and technical terms - are fundamental.

What's the bottom line?

So, if it greatly benefits the employee, the client as well as the business, this flexible employment trend is not just going to continue, it is going to explode.

Flexible work models fuel economic growth, business success, and employee happiness. It can also differentiate your company from competitors. Moving to a flexible, results-oriented workplace putting human capacity back in the focus should be seriously considered.

//aw

WHAT WE'VE ACHIEVED

The following case example illustrates the results of our strong focus on quality and personnel development.

CLIENT: Leading producer of IT lifestyle products

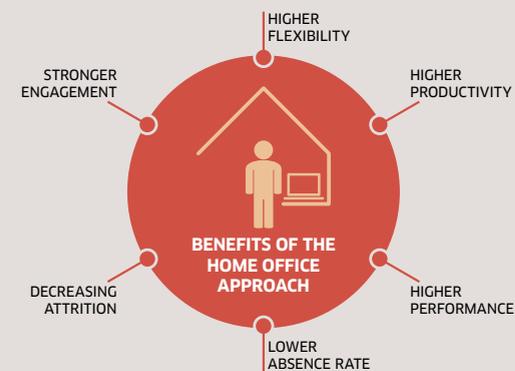
PRODUCTS: Technical Customer Service
Home Office for employees
Virtual Recruitment / Training (1-to-many)
Virtual Management

STARTING POSITION

Our partner wants to foster the virtualization of our customer service to increase flexibility and to expand to further countries. At the same time a secure connection, data protection and integration in the daily business need to be guaranteed. Our solution consists of a home office based technical customer service for the locations Erfurt, Leipzig, Mallorca and Valencia.

OUR CHALLENGE

Due to our client's position as a benchmark leader in the area of customer satisfaction, the quality expectations are very high. Our home office specialists have managed to fully meet these high quality standards by providing first-class service and product knowledge. Thus, the biggest challenge was to find highly customer-oriented employees with a strong affinity towards IT, vast analytical skills and the ability to develop in-depth technical knowledge about hardware and digital content products. These tend to be rare in big conurbations.



RESULT

We have been successfully running our home office program within the online store environment of our IT lifestyle client for almost three years.

And the results so far have been quite impressive: we have seen very low attrition and unplanned absenteeism rates. Plus, the customer satisfaction level equals the one of office-based schemes. As a result, the client has been very pleased with our performance and is committed to grow even further in the AHA field.

WHAT OUR AT HOME ADVISOR SAYS

Our employees, their skills and commitment, are the true basis for our success in the delivery of home office solutions. Our dedicated colleague Martin, 37, from Weimar, is one excellent example demonstrating how the at home advisor employment model can be a great way to attract remote talent, that otherwise is sometimes left undiscovered.

“I love the fact that I get to use my vast communication skills, show empathy and benefit from things like being reliable in my role as an at home advisor for our client’s online store. These qualities have helped me overachieve my targets many times.

Next to this position, I am also a freelance music producer. My role with SELLBYTEL enables me to perfectly combine my passion for music with my sales interest. That’s a major plus of home office work!

Further advantages include the fact that I get to work within my usual environment, I get less distracted than in a team office, I save money and time not commuting and I save on food & drinks as well. I have very nice colleagues and superiors, who I closely keep in touch with virtually and get support from all the time. This includes regular training and coaching sessions.”

*“I am simply much more flexible,
so this specific work model is my
perfect solution!”*

Martin, 37, Weimar, Germany
At Home Advisor, SELLBYTEL Group

**Do you also want to benefit
from our extraordinary quality?
Get in touch!**

Please also feel free to get back to
Thomas Soria-Galvarro via
Thomas.Soria-Galvarro@sellbytel.de
with questions or feedback.

SALES SECRETS

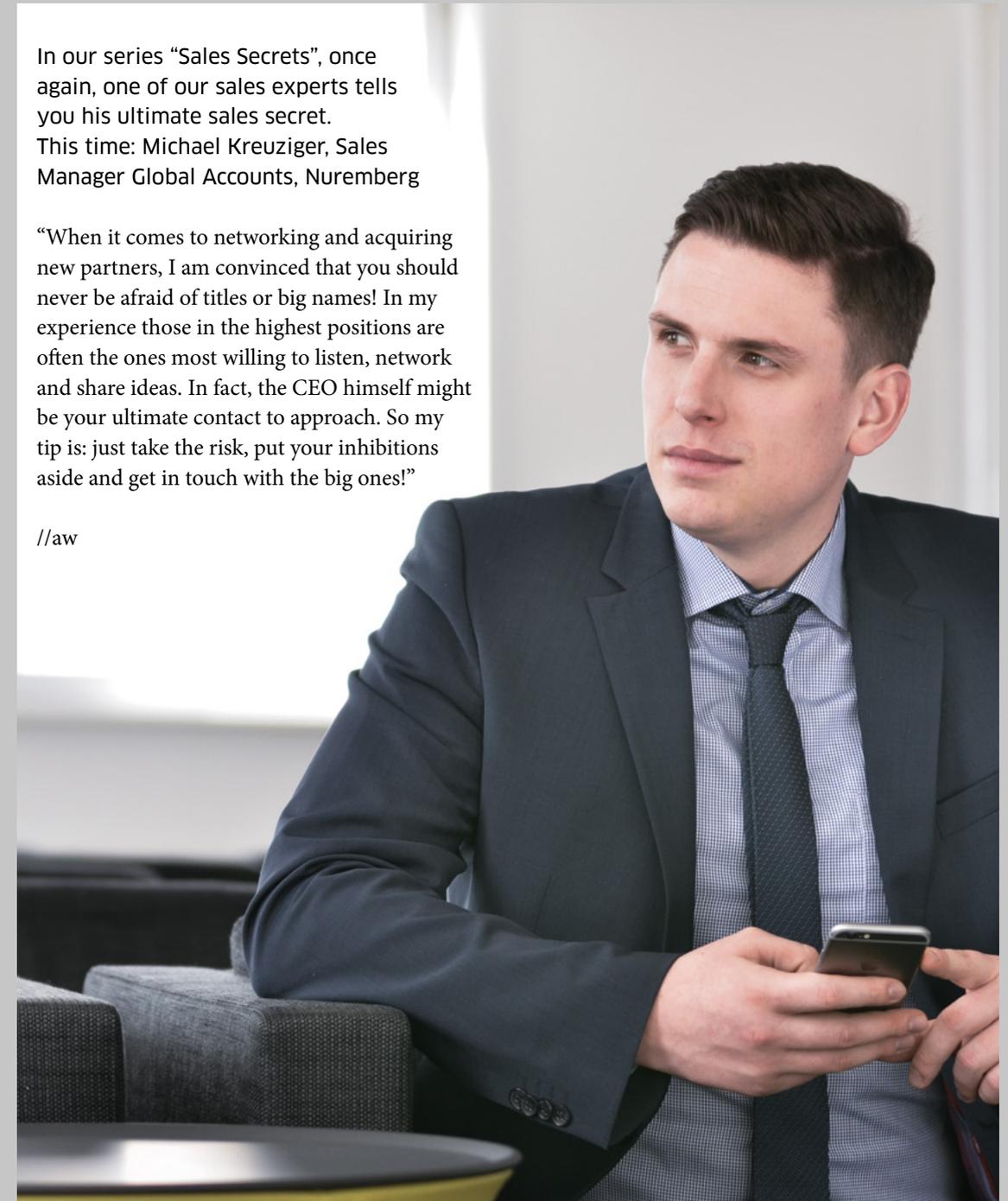
Salespeople share their key to success

In our series “Sales Secrets”, once again, one of our sales experts tells you his ultimate sales secret.

This time: Michael Kreuziger, Sales Manager Global Accounts, Nuremberg

“When it comes to networking and acquiring new partners, I am convinced that you should never be afraid of titles or big names! In my experience those in the highest positions are often the ones most willing to listen, network and share ideas. In fact, the CEO himself might be your ultimate contact to approach. So my tip is: just take the risk, put your inhibitions aside and get in touch with the big ones!”

//aw



BLOG IT LIKE IT'S HOTTER

SELLBYTEL's Social Media activities

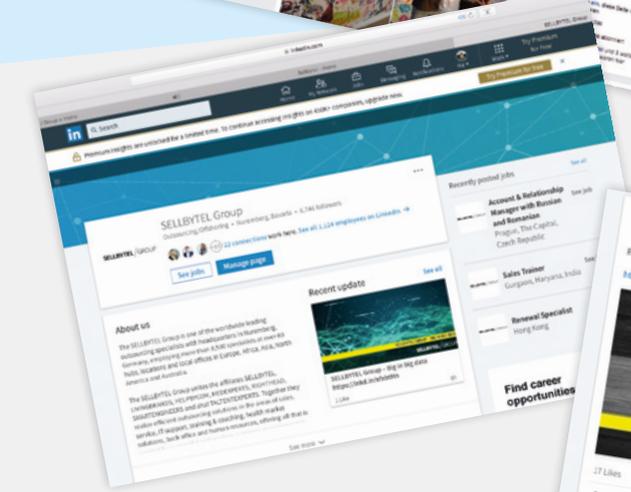
even

Now that you know about our blog and where you can find it (hint, hint: blog.sellbytel.com), we would like to share our other social media outlets with you.



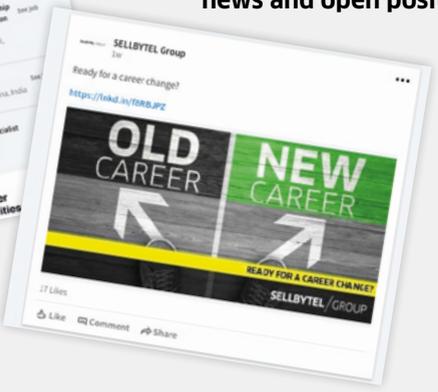
facebook

Find us on Facebook and like us for business updates, news, job openings and also lots of fun stuff. We share our colleagues yoga poses, office fit recipes and charity or group outings.



LinkedIn

Connect with us on LinkedIn and stay on top of our latest news and open positions.



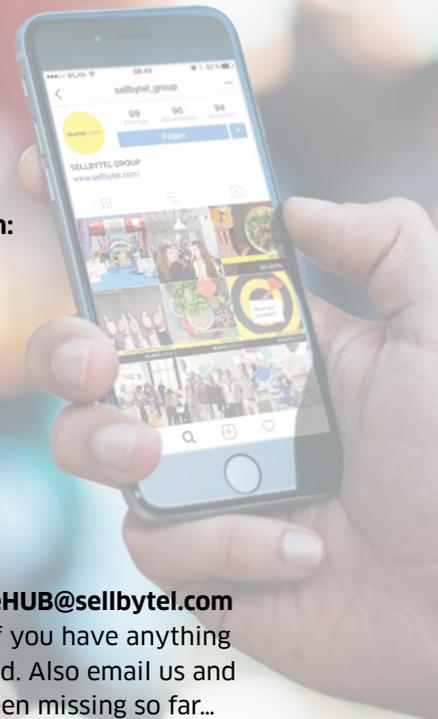
Remember to find and follow us on:



And find our latest videos on:



Remember to email us at TheHUB@sellbytel.com if you like what you see, or if you have anything you would like to see featured. Also email us and let us know what we have been missing so far... we love to hear from you!



FOCUS Money honors SELLBYTEL

An excellent reputation has become a decisive differentiator for businesses from all sectors and sizes – especially in times of social media and word-of-mouth marketing. SELLBYTEL has just won a top spot in the category “Best Reputation” by FOCUS Money. With our score of 89.9 out of 100 points, we are ranked third out of 512 companies in the categories sustainability, management, employer, efficiency and product & service.

This recently published study covers more than 5,000 businesses from 50 sectors, of which over 500 were honored.

Besides, we are among the top 10 companies in the category “Top Career Opportunities”, another renowned FOCUS Money honor. With a score of 88.8 out of 100 points, we were named an excellent employer in terms of career development within the area of consulting. We are among the ten best businesses out of a total of 2,000 companies – of which more than 600 were honored – in the categories leadership culture, sustainability, career development, employer image and innovation. Both study results are based on the web monitoring tool WebAnalyzer.

A STORY OF SUCCESS KEEPS GOING

Interview with Helena Guardans i Cambó



Our SELLBYTEL hub in Barcelona has, without a doubt, turned into our strategically most valuable international hub. This positive development is largely attributed to our Managing Director SELLBYTEL Spain and successful entrepreneur, Helena Guardans i Cambó. We took the opportunity and asked her to take a look back with us on a very successful past year and give us an outlook on what's lying ahead in 2017.

Helena, how would you evaluate SELLBYTEL Spain's performance in the last twelve months, and what would you say has contributed to this success?

Well, first of all, I'd like to emphasize that we have been growing continuously for many years, not just during the last year.

Throughout all these years, the key to our success has certainly been our strong ability to retain our people for the long-term. This is the greatest benefit we can offer to our partners. We have always aimed at growing continuously with our clients. Yet, while we make sure to intensify our existing partnerships, we also enter new partnerships. As a result, our portfolio covers a diverse mix of different industries, including IT, automotive, fashion, telecommunications, banking, and the list goes on ...

But how exactly do we manage to retain our partners over long periods of time?

We show them every day that we still support them as much as we did on the first day. We want our clients to know that we are as motivated as ever to offer them the best solutions. Of course, we also encounter challenges along the way, but fortunately we have the best people who really fight for our success. We permanently ask ourselves: what else can we do to provide our partners with even better innovations and solutions?

I believe what also makes a difference is that we don't succeed individually, but as a team! Thus, we all have that same mission to achieve the very best for our partners.

How will SBT Spain continue to contribute to the SELLBYTEL Group's international expansion and success in 2017, and beyond?

We will definitely be even more consistent in realizing our global vision to establish one single strategy worldwide. This includes the constant

optimization and alignment of our processes and solutions on a global scale.

Our recently launched, brand-new worldwide platform NEO is a great example for that. We intend to intensify its use and align more and more by sharing ideas and projects globally. That will allow us to learn from each other enormously.

What is your main goal for the second half of the year personally as an entrepreneur as well as for SELLBYTEL as a whole?

I like to align my professional and personal goals. My most central goal is to increase our footprint in new locations and markets, like Puerto Rico at the moment. From there, we will cover the US market. Plus, as I said before, I want to focus on taking NEO to the next level where everybody will be able to share opinions and ideas.

Who is Helena Guardans i Cambó? In other words, would you give us a short overview of your personal life and career?

Where should I start ... Well, I began my business career after I had finished my business studies in Barcelona and my MBA at New York University. That was in the mid 80s. During my MBA, I began to work as a Customer Service Advisor in a contact center. After that, I returned to Barcelona to work in advertising.

In 1994, I decided to start my own company – initially with 3 employees. That was the start of Singular.

In 1995, I got married and sometime later I had my daughter and son. Once they were old enough to go to school, I decided to really push my business. So in 2001, I had 60 employees and decided to make some major new investments in the company's growth. That was when I first got in touch with SELLBYTEL. Shortly after, we decided to create a new company together, SELLBYTEL Spain.

Some employees and clients have been with me from the start, which is quite remarkable. At

SELLBYTEL Spain, we unite more than 3.300 people today, which is a true story of success!

You are a successful entrepreneur and business woman. What advice can you give other women in business, who aspire a similar career?

I am absolutely convinced that women should never wait for the perfect moment to take chances. There is simply no such thing as a perfect moment.

Women need to make sure their voices and opinions are heard and valued. Too often they do not do so. Last but not least: make sure to support other women! Madeleine Albright, the first woman to have become the United States Secretary of State, once said that “there’s a special place in hell for women who don’t help each other”. (Laughs)

Thanks a lot for the interesting talk and all the best for your continuing success! //aw



JOB ADS

FIND YOUR NEW JOB AT SELLBYTEL'S HUB IN BARCELONA



German Sales Representative IT Sector (m/f) 0615BY

Your tasks

- Contact potential clients by phone and E-mail
- Maintain close contact and build lasting relationships with key decision-makers
- Regularly inform clients and prospects about current marketing campaigns and promotions
- Manage your sales pipeline independently

Our desired profile

- Smart and ambitious person with excellent communication skills
- Experience in a sales environment
- Self-confidence and great team ethic
- Native in German and fluent in English

Our offer:

- Schedule: Monday-Friday, 39 hours per week
- Indefinite contract
- Excellent, ongoing training and mentoring
- Relocation package (if you are living abroad)

Location: Barcelona

Start date: immediately

**Apply now: send your CV to HR_Recruiters@sellbytel.es
Please refer to The HUB | Find more vacancies at sellbytel.com**

HARALD'S LIFE HACKS



Harald Sontowski graduated with a Master of Communications and has been a Trainer, Coach and Keynote Speaker for over 25 years. In 1998 he founded aha! Talentexperts and joined the SELLBYTEL Group in 2011. Besides the responsibility for the internal training and further education within the SELLBYTEL Group, he also works for well-known external clients.

How to avoid any kind of training success

- OR BE SUCCESSFUL

Believe that you already know it all – and most things probably better than others

You just have to believe in yourself and be convinced that you already know everything and some things you even know better than others. This is a sure way to build up a sizeable wall for all opportunities to learn new things.

Show up unprepared

Don't bring any stationary or even a pen – you are probably a genius that can memorize everything. Or maybe you are the genius who asks: “We will get handouts for all this, right?” at the end of class. Sure – after all they give you a DVD with the movie when you leave the theater.

Always ask yourself “What’s a good reason not to do it?”

Continuously ask yourself during your class “what is a good reason not to do it?”. This is a perfect way to block all your motivation and learning abilities – and spread negativity within the group.

Remember to frequently use your phone during training sessions

Sure, there are always a lot of things you have to do, so keep checking your phone and emails. This will ensure your thoughts getting distracted. Seize this opportunity to do three things at once... read, think and listen... you can do it!

But, do you really want that? Here's how to do it better:

Be open to new thoughts

A rock that's being tossed into the lake changes the water. A sentence spoken can change a life.

Be prepared

A note pad and a pen will help you document the content in your own words and reflect on your notes later.

Ask yourself: “What are the benefits?”

This will guide your thoughts into a more productive path that is future oriented. This will allow you to be open and receptive to new thoughts and you can actually examine the content on its feasibility.

Give yourself a chance for change

Make your training environment a stress free zone. Take a time out from your emails and other daily distractions. Those will only limit your ability to learn and lower the benefit of your training.

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NICE TO READ YOU!

Book recommendations – hand-picked by SELBYTEL staff



Summer is here and we are ready! We bet you are too... Whatever your plans are for this summer, we have some reading tips for you to go along with it. Regardless if you plan to relax on a beach or enjoy a lunch break in the park, the book recommendations our colleagues have for you are definitely worth checking out! Let us know what your favorite read is at TheHUB@sellbytel.com We love to hear from you!

Mindset: The New Psychology of Success

by Carol Dweck

A really fascinating book about the fixed and growth of the mindset. In a fixed mindset, people believe their basic qualities, like their intelligence or talent, are simply fixed traits. They spend their time documenting their intelligence or talent instead of developing them. They also believe that talent alone creates success — without effort. Having a growth mindset means understanding that intelligence can be developed by everybody. The brain is like a muscle that gets stronger and works better, the more it is exercised. Too often people believe the brain is static, leading them to think talent and giftedness are permanent, unchanging personal attributes that automatically bring success. Every time you work hard, stretch yourself and learn something new, your brain

forms new connections and over time you actually become smarter.

That's why you should always focus on effort, and be persistent despite setbacks. Seek challenges and focus on learning and continuous improvement. I think everybody should read this book.

Book tip submitted by Fabian Fritschka

Born to Run

By Christopher McDougall

I like to run. And I love to read. So, it seems logical to read about running. One book that stood out to me (and to many others, by the way, as it became a New York Times Bestseller in 2009) was "Born to Run" by Christopher McDougall. It tells the tale of Micah True, aka "Caballo Blanco", an American who leads a hermit-like lifestyle in

Northern Mexico's Copper Canyon. He moved there because of his fascination for long distance running as it is performed by the "Tarahumara", a native Mexican tribe deep in the Canyon's gorge. Besides telling this story, the book also introduces a wider public to the trend of barefoot or minimalist running.

The reader also learns about the running industry's efforts to sell shoes to athletes that basically cause damage to the human body. You also get to know some of ultra and trail running most famous figures, like Scott Jurek or Anton Krupicka.

As a casual runner myself, I am far from being one of those über-athletes, but I still enjoyed the read, and if nothing else, it got me motivated to get out there and run.

Book tip submitted by Martin Kloha

Search Inside Yourself: The Unexpected Path to Achieving Success, Happiness (and World Peace)

By Chade-Meng & Daniel Goleman

This book by Chade-Meng Tan (one of Google's earliest pioneers) reveals a key part of Google's success. The message: By discovering the inside of ourselves we will find more than by searching anywhere else, and the challenge is in learning how to look.

In a humorous way, this book is an elegant invitation we can all use to take that journey and find health, happiness and creativity and as a result bring productivity in your daily life (as well as World Peace)

Book tip submitted by Caroline Bohnsack

One Small Step Can Change Your Life: Using the Japanese Technique of Kaizen to Achieve Lasting Success

By Robert Maurer

"Achieving great and lasting success through small, steady steps"

Book tip submitted by Silvina Buhanna

Thinking, Fast and slow

By Daniel Kahneman

Definitely a phenomenal must read by Nobel Prize winner Daniel Kahneman. The book reveals how we make decisions and how our minds are tripped up by error and prejudice and inspires individuals and organizations to identify strategies to outwit them. It will definitely have a strong impact on how to make smart decisions in everything you do.

Book tip submitted by Helena Stepanow

The Headspace Guide to Meditation and Mindfulness

By Andy Puddicombe

"We can't change every little thing that happens to us in life, but we can change the way that we experience it. That's the potential of meditation, of mindfulness. You don't have to burn any incense, and you definitely don't have to sit on the floor. All you need to do is to take 10 mins out a day to step back; to familiarise yourself with the present moment so that you get to experience a greater sense of focus, calm and clarity in your life".

Book tip submitted by Massimo Piacentini

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THE FUTURE OF TEMP WORK

Interview with Daniel Penno



The temporary recruitment industry's landscape has changed massively over the past 10 years. More and more companies have realized how important it is to have a contingent workforce, and due to a tentative recruitment process in times of recurring recessions, the temporary recruitment market has grown tremendously. However, the approach to temp work is rapidly changing.

Our HR management specialist RIGHTHEAD has been offering outstanding HR solutions for many years. One of our longtime clients in the area of employee assignment (temp work) and personnel recruitment constitutes a leading German parcel delivery service. Their central service unit based in Nuremberg manages all parcel delivery related requests. Moreover, the sales & service division for SME business partners and the coordination of parcel shop service tasks is managed from this location as well.

We are curious to find out how temp work has been developing and how the collaboration between the SELLBYTEL Group and our partner has been evolving over time. Daniel Penno, Managing Director of our parcel delivery client, shares his thoughts ...

Mr Penno, what does the collaboration between you and the SELLBYTEL Group look like?

We are currently working together with the group's recruiting expert RIGHTHEAD to find sales personnel. RIGHTHEAD supports us in recruiting highly skilled new professionals in the area of telesales.

Our approach is to use the initial contract duration of, let's say a year, to get to know our candidates and their skills. Yet, the ultimate goal is to integrate them into our business permanently. Hence, we are not so much aiming only to cover peak seasons, but rather targeting and ensuring long-term talent retention.

What, in your view, are currently the biggest trends in employee assignment?

First of all, employee assignment is becoming more and more attractive to both employers and employees. This kind of work model offers a quick option to find new employment. When there are a lot of people looking for a job at any given time, this method is seen as a new way to find exciting job opportunities, rather than just a temporary job.

That's because companies offer additional attractive benefits now, rather than just a short-term job. There are, for instance, currently more career development options.

Our concept with RIGHTHEAD is very clever: employees get to test the job for about a year. Then they have the option to extend their contract, or they can return to RIGHTHEAD, where they might be able to transfer to another project. Our focus is clearly on recruiting people for the long-term!

How long have you been collaborating with RIGHTHEAD and SELLBYTEL and how has the partnership changed over the years?

We started our first smaller sales outsourcing project with SELLBYTEL in 2006. A few years later, we started discussions with RIGHTHEAD regarding employee assignment. We have also had a service outsourcing project with SELLBYTEL for about 18 months. We have established a parallel business to cover peak times, such as Easter or Christmas. To put it differently, we have both SELLBYTELs, and our own internal team to enable effective benchmarking.

What makes your partnership with SELLBYTEL and RIGHTHEAD so rewarding?

We are true partners at eye level and we nurture a very close exchange of our service and sales expertise, as well as experience. I believe that this is the key to moving forward and continuously growing.

What are your goals and wishes for your future collaboration with the SELLBYTEL Group?

We appreciate a partner that doesn't just support us with a classic communication center. We also need someone who wants to explore and follow the latest innovations and trends with us. Digitalization in customer service and sales is the perfect example. This is an essential topic today, so here we aspire to achieve an effective exchange and best practice sharing with SELLBYTEL to keep up with all the trends and to stay competitive.

We just need to constantly adapt to the changing expectations of customers regarding technological innovation. Social media is one key trend here. We want to stay on top and discuss our strategic outlook for the coming years together with the SELLBYTEL Group.

Thanks very much for sharing your ideas and experiences!

Ever planned on visiting the trendy German capital Berlin, but never did? Hopefully our colleague Johanna's very own must-sees will give you that final push to book your ticket!



Key Facts

- The City of Berlin, with an area of 892 km², is 9x bigger than Paris
- Berlin has around 1.700 bridges, that's more than Venice
- One of the few cities worldwide that has three Unesco World Heritage Sites
- About 44 % of Berlin is made up of parks, recreational areas, woods and rivers



GENDARMENMARKT

The Gendarmenmarkt is among the most beautiful squares in Berlin, some even say it's the most ambient in Europe. Located in Berlin's historic center, it offers an amazing view of architectural highlights, like the Konzerthaus or the French and German churches. That and loads of nice cafés, restaurants and the nearby shopping mile make it one of the German capital's top hot spots. Go check it out!



MAUERPARK

This is one of the parks to be in Berlin! Its name goes back to the Berlin Wall, which was built in 1961 and used to form the border between the districts of Prenzlauer Berg and Wedding. Today the park is home to a flea market, an amphitheater, barbecue, sports sites, and karaoke with musicians and artists singing along to the latest tunes and old classics. Go join the fun!

My City: BERLIN

JOHANNA MESSERER, 30 | Teamlead HELPBYCOM | Has been living in Berlin for 5 years



TEMPELHOF FIELD

A great example of upcycling on a large scale: this former military airport built in the 1920s has been transformed into one of the world's biggest inner-city green spaces perfect for spending relaxed days in the sun, gardening, strolling, working out, kitesurfing and so much more. The disused runway and the so-called taxiway are ideal for cycling or skating – with a guaranteed sensation of flying!



MARKTHALLE IX

Some call the historic market hall no. 9 the "culinary epicentre" of Berlin: the permanent market and events like Streetfood Thursday, Breakfast Market or Cheese Berlin attract major crowds, you can enjoy an exciting mix of regional food and delicacies from all over the world. Have a taste!

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MEET THE MANAGEMENT

5 Questions for Markus Schöllmann, Vice President Strategy, SELBYTEL Group



Who is Markus Schöllmann?

Well, I just turned 37, I am married and my wife and I are expecting our first baby. We are very excited about this new adventure in our lives. We live in the beautiful city of Nuremberg, where I joined SELBYTEL in 2007. Today I am the Vice President Strategy.

You just celebrated your 10 year anniversary with the SELBYTEL Group. How have you developed personally and how has SELBYTEL evolved as a business since you started?

10 years ago my knowledge about the outsourcing business was rather limited and I had to learn a lot: about the company, the business and what really matters to our clients. Some of my responsibilities were very much learning by doing but all the tasks that were given to me helped me grow as a manager and most importantly as a person. The company itself has changed massively since I joined. When I started we were 2,000 people, mainly in Europe. Now there are over 8,500 employees on 5 different continents. We have not only been growing in size and geographic coverage. We have also added new services to our portfolio and customized our portfolio to fit our clients' needs even more.

What was your biggest professional achievement during this period?

The business we are working in is fast-paced, demanding and you never know what happens. It can be a tough job to make everyone happy and get all the things done within a limited timeframe. Not everybody is made for that. With all the action around you it is very important to stay true to yourself and follow the principles you believe in. I guess I managed to stay the person I am and this is a very important achievement for me.

What in your view sets SELBYTEL's strategy apart from others?

Our service portfolio is unique within the industry. In my opinion, there is no other provider who can offer the same variety of services with the same high quality



standards on a global scale. Clients do not want to have multiple vendors, but one trustworthy partner with the right skillset and services. In addition, we customize our solutions to our partners' individual needs.

What are your goals for the coming years with SELBYTEL?

Like I said, 10 years ago SELBYTEL was a completely different company and it is always changing and evolving. We will continue to add innovations into our service offering, such as artificial intelligence and process automatization. Together with my team and my colleagues from all over the world my goal is to drive these innovations.

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The SELLBYTEL Group Application Coach

How to prepare for a telephone & personal interview

Part #3

In our series „The SELLBYTEL Application Coach“, this time we provide you with more insider tips on the perfect application and specifically the interview process.

Telephone interview

A telephone interview is a great chance to present yourself within your familiar environment, which means you are likely to be more relaxed. Besides, the respective employer gets a first impression of you and the chance to clarify the most important questions.

This is how you should prepare for your next phone interview:

- Choose a quiet location (avoid background noise from family members or animals)
- Make sure you have reception
- Have your application portfolio right in front of you
- Collect information on the respective company in advance (website & job advert)
- Why are you interested in this particular employer, e.g. why SELLBYTEL?
- What are your greatest strengths and weaknesses?
- If applicable, what were the reasons for frequent job changes or unemployment?
- Think of questions you want to ask the employer
- Do not smoke or chew gum during the interview
- Set your mobile phone on mute

Personal interview (on site)

Organizational preparation:

- Did you confirm the interview by e-mail or phone?
- Do you have a copy of your cover letter / CV as well as the invitation letter and – if applicable – further important documents with you?
- Do you know where the company is located and how long you will need for the journey? Have you researched parking options?
- Do you remember the name of your contact person?

Content preparation

- Did you read through your CV and cover letter once again, especially regarding the aspect of what differentiates you from other applicants?
- Did you think of relevant professional experience you can mention?
- Did you collect information about the company on its website:
 - Where is the company located and are there any subsidiaries?
 - Do you know all their products / services?
 - What exactly does the company do?
 - How many employees does the company have?
 - Is the business currently expanding, if so, where to?
- Have you noted down your professional successes / setbacks and your personal strengths / weaknesses?



- Have you thought of other potential questions:
 - Why are you interested in working for this particular company?
 - Why have you decided to pursue this specific education / profession?
 - Why should the company give the position to you?
 - What are your goals in life / what do you want to achieve personally and professionally?
 - How would your friends describe you?
 - How much do you want to earn? (incl. arguments: How exactly will you benefit the employer?)

Think of relevant questions you could ask the employer!

Personal preparation

- Clothes: This varies depending on the industry. In the insurance industry, for instance, you dress differently than in the IT business. By all means, your clothes have to be clean and tidy.
- Jewellery: Please wear discreetly.
- Make-Up: Less is more here. Please do not use strong perfumes / deodorants.
- Shoes: Your shoes must be clean and elegant.
- Groomed hair and a fresh shaving are absolutely essential.

Would you like to put into practice what you just learned? What are you waiting for? Apply now for your dream position with the SELLBYTEL Group! We look forward to meeting you in person! Find all our currently available positions here

www.sellbytel.com/en/career/open-positions

To be continued soon.

JOB ADS

Inside Sales Partner Business Manager for Germany (m/f) 1215AFL

Your tasks

- Liaise with German business partners to manage and develop relationships
- Identify, win and realize business opportunities
- Monitor the partner performance and the quantitative achievements
- Deepen your product know-how and sales skills

Our desired profile

- University degree or vocational training with a major in sales and / or IT environment is an advantage
- Interest in IT business and complex products as well as a proactive approach and great capacity to learn

Our offer

- Start your career in a high quality role within the enterprise technology industry
- Grow and extend your skills and responsibilities with our constant support and training program
- Within our sales team you will receive a competitive level of fixed salary and a motivating bonus scheme
- Various benefits - meal tickets, trainings, courses, contribution to sport activities, corporate events, etc.

Location: Prague | Start date: immediately

Representative 1st Level Support / UHD (m/f) 1215J

Location: Berlin | Start date: immediately

Asset Manager - English Speaker (m/f) 03170

Your tasks

Manage and recommend improvements on service maintenance contracts, track, report and resolve issues with the client's assets

Our desired profile

University degree, fluent English and one of the following languages as a plus: German, Russian, Turkish, Hebrew, French, Italian, Spanish

Our offer

Exciting and growing project in a multicultural and international team, private health care, multisport card and other benefits

Location: Krakow

Start date: immediately

Internal Partner Sales Specialist for Turkey (m/f) 0816as

Liaise with Turkish business partners and enjoy our multicultural working atmosphere

Location: Prague

Start date: immediately

Trainer / Coach Communication and Executive Development (m/f) 1116BF

Your tasks

Preparation and conduct of various training measures and workshops in a client environment

Our desired profile

Previous experience in sales trainings, high level of self-motivation and willingness to travel within the country

Our offer

Exciting and challenging tasks with considerable personal freedom

Location: Berlin | Start date: immediately

Operations Manager / Project Manager / Customer Service (m/f) 0317AM

Are you prepared to play a vital role in SELLBYTEL's customer service projects?

Location: Nuremberg / Fuerth

Start date: immediately

Working in Barcelona

Do you want to take on a new challenge internationally?

Regardless if you enjoy sales, customer service or are looking for an exciting career change, we welcome all kinds of talents at our hub in Barcelona.

Have you considered working with at least 8 hours of average sunshine daily, in a place that is full of outdoor opportunities? We have the matching job and relocation package to make it happen for you! Check out our website www.sellbytel.com for various career opportunities and details on how to join an amazing team in Barcelona!

Customer Service Representative / Financial Services (m/f) 0417W

For financial experts as well as applicants considering a career change

Location: Leipzig

Start date: immediately

Deal Management Services Specialist (m/f) 0317P

We are looking for a highly motivated service specialist for a successful IT project

Location: Krakow

Start date: immediately

Personnel Administrator / Payroll (m/f) 0317CB

Your tasks

Responsible for preparing payroll, administrative implementation of contract changes, new hires and terminations

Our desired profile

Completed commercial or vocational training, minimum of 2 years industry experience in payroll as well as knowledge in tax and social security law

Our offer

Join the amazing team in our headquarter in Nuremberg, many benefits and discounts

Location: Nuremberg

Start date: immediately

JOB ADS

French Account Manager – IT Sector (m/f) 0513R

Your tasks

- Be the key point of contact for all your clients' needs
- Regularly inform clients and prospects about current marketing campaigns and promotions
- Maintain constant communication with the accounts that you are responsible for in order to help them increase sales

Our desired profile

- Native in French and fluent in English
- A strong sales background with experience in managing your own clients and accounts
- Ability to communicate with business contacts at all levels
- A strategic approach to business

Our offer

- Work in a young, dynamic and multicultural company
- Excellent, ongoing training and mentoring
- Relocation package

Location: Barcelona | Start date: immediately

Technical Support Advisor – German market (m/f) 0316AP

Are you passionate about new technologies and enjoy helping others with their technical issues? You might be the perfect fit for us

**Location: Barcelona
Start date: immediately**

Junior Recruiter with Swedish, Danish or Norwegian (m/f) 0417AV

Your tasks

Perform initial screening, telephone interviews and post vacancy announcements on a wide range of media sources (e.g. websites, magazines, schools, universities)

Our desired profile

High / native level of Swedish, Danish or Norwegian as well as fluent English with great communication skills and a junior profile: ready to learn and develop

Our offer

International and dynamic working environment with the chance to advance individually through continuous training

**Location: Barcelona
Start date: immediately**

Norwegian Business Developer – IT Sector (m/f) 0416R

If you are a business developer who wants to kick start your career by working with a world renowned IT company, we want to hear from you

Location: Barcelona | Start date: immediately

Sales Representative with German and French (m/f) 0316AD

Your tasks

Identification and qualification of prospects and decision-makers in the targeted companies, driving profitability through proactive management to achieve sales quota and targets

Our desired profile

High / native level of (Swiss)-German and French, previous experience in B2B sales and strong communication skills

Our offer

Exciting and challenging tasks within a future-oriented workplace with many opportunities, good career prospects and further development

Location: Barcelona | Start date: immediately

Turkish Technical Support Advisor – Apps (m/f) 0316AQ

Location: Barcelona | Start date: immediately

Danish Business Developer (m/f) 0517B

Your tasks

Work closely with customers to understand and capture requirements in order to generate and qualify leads

Our desired profile

Excellent communication skills in English and Danish, passion about interacting with people

Our offer

Full-time and long-term contract, opportunity to grow in an international team

**Location: Barcelona
Start date: immediately**

German Customer Representative, (m/f) 1116S

Be part of an international and dynamic team that is responsible for delivering outstanding after-sales-support

**Location: Barcelona
Start date: immediately**

Dutch / Flemish Business Developer with French (m/f) 0114BE

Shape your career by working in IT, digital marketing, online advertising and social media

**Location: Barcelona
Start date: immediately**

Japanese Marketing Specialist (m/f) 0317AW

Your tasks

Plan and conduct targeted marketing campaigns consisting of various digital marketing tactics, such as email, social media, events and webinars

Our desired profile

High / native level of Japanese and fluent English with previous experience in channel marketing and a passion for sales

Our offer

Secure and future-oriented job, demanding and interesting tasks with many possibilities to contribute own ideas

**Location: Barcelona
Start date: immediately**

JOB ADS



Virtual Demand Generation Specialist - English (m/f)

Your tasks

- Lead generation for sales (prospect qualification, scheduling meetings, tracking, product and solution presentations)
- Identification and performance of lead management
- Successful implementation of permanent and segment specific marketing campaigns

Our desired profile

- High school diploma required
- Excellent English communication skills both verbal and written
- Ability to work in a team based environment
- Motivation to develop deep knowledge about the products and markets

Our offer

- Full-time and long-term contract
- Great career progression and development for outstanding achievers
- Vibrant and energetic office culture

Location: Singapore
Start date: immediately

Virtual Sales Representative - Malay (m/f)

If you have previous inside sales experience and want to work for a world-leading company, we want to hear from you

Location: Kuala Lumpur
Start date: immediately

Virtual Demand Generation Specialist - Mandarin (m/f)

Your tasks

Support and contribute to sales and marketing campaigns, handle inbound inquiries from online & phone channels to assess and qualify their needs

Our desired profile

Experience in lead generation and prospecting accounts, high level of English and Mandarin

Our offer

Exciting tasks with various opportunities for personal and professional development

Location: Kuala Lumpur
Start date: immediately

HR Manager (English) - APAC (m/f)

Location: Kuala Lumpur
Start date: immediately

Program Manager - English (m/f)

You're able to manage and monitor a project? Apply with us

Location: Kuala Lumpur
Start date: immediately

Virtual Partner Account Manager - Cantonese / Thai / Korean (m/f)

Your tasks

Be responsible for a portfolio of partners and developing their business, always keep an eye out for new opportunities and manage your own pipeline

Our desired profile

Experience in channel partner / partner sales and account management, excellent verbal and written communication skills in English and Cantonese / Thai / Korean

Our offer

High level of creative potential, flat hierarchies and an amazing team

Location: Kuala Lumpur
Start date: immediately

Virtual Customer Support Specialist - Mandarin (m/f)

Your tasks

Review ads to ensure compliance, manage and respond to escalations from internal and external stakeholders

Our desired profile

Native / excellent communication skills in Mandarin and English and previous experience in the online advertising industry

Our offer

Opportunity to join an amazing team with the possibility to grow within the company

Location: Kuala Lumpur
Start date: immediately

Financial Analyst - English & Malay (m/f)

Your tasks

Research and analyze financial information on company's profitability, solvency, stability and liquidity, write reports and monitor financial movements

Our desired profile

Proficient in MS office and financial software, experience with statistical analysis combined with presentation, reporting and communication skills

Our offer

Secure and future-oriented job within an amazing team, many benefits and discounts

Location: Kuala Lumpur
Start date: immediately

Trainer - English (m/f)

Deliver soft skill, product and system trainings company-wide

Location: Kuala Lumpur
Start date: immediately

Service Provider Road Warrior (m/f)

Use your outgoing and sales-oriented personality to position and promote our client's products in your assigned territory

Location: Melbourne, Australia
Start date: immediately

JOB ADS



Marketing Development Representative (m/f)

Your tasks

- Develop new business via telephone and other communication tools
- Conduct a needs analysis and determine prospect opportunities
- Build and cultivate prospect relationships by conducting follow-up communications
- Interact with the regional sales team to develop and grow the sales pipeline

Our desired profile

- BA / BS degree or equivalent practical experience
- Experience in sales development, customer relationship management and lead generation
- Excellent and versatile oral and written communication skills
- Team player

Our offer

- International and dynamic working environment in a world leading tech company
- Exciting and enthusiastic environment that promotes own initiative thinking
- Intensive training

Location: San Jose, California | Start date: immediately

Virtual Demand Generation Specialist

We are looking for motivated and career-oriented inside sales specialists to join our new team

Location: Boulder, Colorado | Start date: immediately

Senior HR Recruiter (m/f)

Your tasks

Support operations manager in recruiting sales and account managers by screening relevant job portals, conducting interviews with promising candidates and onboarding new employees

Our desired profile

Commercial apprenticeship or bachelor degree, previous experience in a similar position

Our offer

A positive and motivating work environment with flat hierarchies and highly interesting and demanding tasks

**Johannesburg, South Africa
Start date: immediately**

Business Development Representative French / German / Swedish / Dutch

Is customer-oriented communication one of your strengths? If you are interested in the field of IT, join our team for this great opportunity

**Location: Oeiras, Tagus Park (Lisbon)
Start date: immediately**

Data Analyst (m/f)

Your tasks

Project management, weekly forecasts and performance metrics for business reviews, execute data and root cause analyses as well as documentations

Our desired profile

BA / BS degree in business, finance or engineering, fluent English, 3 years of post-college experience, familiarity with quota planning support, knowledge of Excel, SQL, Database and CRM systems

Our offer

International and dynamic working environment with the chance to develop individually

**Location: Mountain View, California
Start date: immediately**

Trainer (m/f)

**Join SELLBYTEL as a trainer for employees
Location: Oeiras, Tagus Park (Lisbon)
Start date: immediately**

Business Advisor for Services - Dutch Speaker (m/f)

Your tasks

Establish a close and strong relationship with partners by becoming a trusted advisor and specialist on their tools, certifications, programs and promotions

Our desired profile

Native or excellent level of Dutch and French, good presentation and communication skills

Our offer

A future-oriented workplace with various opportunities for personal and professional development

Oeiras, Tagus Park (Lisbon) | Start date: immediately

Inside Channel Account Manager - Danish / Dutch Speaker (m/f)

Manage the whole sales cycle from prospecting to closing

**Location: Oeiras, Tagus Park (Lisbon)
Start date: immediately**

Business Advisor - Dutch Speaker (m/f)

Get ready to build close business relationships and to become a trusted advisor for our partner

**Location: Oeiras, Tagus Park (Lisbon)
Start date: immediately**

Customer Care Advisor - French Speaker (m/f)

Your tasks

Respond to customers' inbound requests regarding IT equipment (computers, tablets, smartphones) and provide a satisfying solution

Our desired profile

Excellent level of French, good level of English and professional experience in IT / technical support

Our offer

Paid training, attractive salary conditions and a great opportunity to develop your career

**Location: Oeiras, Tagus Park (Lisbon)
Start date: immediately**

SNEAK PEEK

HIGHLIGHTS OF THE HUB MAGAZINE 4 / 2017



My city
Prague

Success Story

Helena Stepanow
Head of Recruitment Strategy
SELLBYTEL Group



The growth of
start-ups

Start over
Never be afraid of change



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SELLBYTEL Group GmbH
Großweidenmuehlstrasse 36
90419 Nuremberg
Germany
www.sellbytel.com
TheHub@sellbytel.com

Editor in Chief (V.i.S.d.P.):
Hanni Guerra (hg)
Hanni.Guerra@sellbytel.de

Editors:
Anna-Luisa Wiefel (aw)
Anna-Luisa.Wiefel@sellbytel.de

Art Direction:
Martin Kloha
Martin.Kloha@sellbytel.de
Alexander Zeus
Alexander.Zeus@sellbytel.de

Project Assistance:
Carina Gössl
Carina.Goessler@sellbytel.de

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Carolina | Marketing Department | SELLBYTEL Group | Barcelona, Spain
Cooks amazing ceviche and other Peruvian delicacies for her blog cevicheandcebiche.weebly.com
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