

YVES RAPHAËL MUELLER

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CAREER OBJECTIVE

A challenging position as Senior Analyst which allows the use of my experience, multilingual skills, information technology knowledge, and e-business exposure in a way that is beneficial to both the company and myself, and will allow for advancement and travel.

LANGUAGES

- Swiss and German - Fluent (written and spoken)
- English - Fluent (written and spoken)
- French - Advanced (written and spoken)
- Spanish - Working knowledge

EDUCATION

Masters of Information Technology (Northern Illinois University), started course work
Private Pilot's License (American Flyers, May 1998), DuPage Airport, West Chicago, Illinois
Masters of Business Administration (Northern Illinois University, Dec. 1997), International Business Emphasis
Bachelor of Science Management (Northern Illinois University, Dec. 1995), International Business Emphasis

WORK EXPERIENCE

Business/Market Analyst, Rolling Meadows, IL (1998 – present)

- ◆ Reported directly to the President/CEO of North America responsible for Canada, USA and Mexico.
- ◆ Directed and implemented major McKinsey cost reduction project (\$6Million plus target)
- ◆ North American representative for global e-business initiatives within worldwide group
- ◆ Designed, implemented and managed first e-commerce initiative (www.flatground.com)
- ◆ Responsible for North American market analysis as well as internal company analysis
- ◆ Designed and created MS Access based Marketing, Technical and Competitor Information databases
- ◆ Involved in implementation of SAP ERP system in North America

Freelance IT Consultant, (1997 – 1998)

- ◆ Analyzed, troubleshoot, repaired, and upgraded computer hardware and software
- ◆ Administered and maintained a small-office NT 4.0 network, provided telephone help-desk support
- ◆ Advised clients in IT purchasing and management decisions

Graduate Assistant, Northern Illinois University, DeKalb, IL (January 1996 – January 1998)

- ◆ Authored exercises in "Consumer Behavior: An Applied Approach" (N. Hanna, Prentice-Hall, 2000), (<http://cw.prenhall.com/bookbind/pubbooks/hanna/>)
- ◆ Solicited, selected and managed advertisements appearing in above book and designed accompanying web site
- ◆ Lectured undergraduate international marketing classes, prepared presentations, and conducted research

Assistant Manager, Amcom SA, Winterthur, Switzerland (summers 1991 - 1996)

- ◆ Provided customer service, conducted product service, and handled sales and accounting
- ◆ Negotiated and arranged import of purchases from suppliers internationally
- ◆ Researched, purchased and installed a computerized billing and inventory system

Undergraduate Assistant, Northern Illinois University, DeKalb, IL (August 1995 - December 1995)

- ◆ Conducted secondary research, created executive summaries and prepared lectures

Claims Department Emergency Specialist, "Winterthur" Swiss Insurance Co., Switzerland (summers '94 & '92)

- ◆ Advised clients in emergency situations and immediately organized necessary measures worldwide
- ◆ Directed roadside assistance and provided information regarding scopes of coverage
- ◆ Organized and helped plan the operations of the 24-hour emergency response phone center

Swiss Army, Transportation Troops, Switzerland (1993, now in reserves)

- ◆ Responsibilities included logistics of material delivery and management of resources
- ◆ Management and coordination of drivers and support personnel

COMPUTER SKILLS

- E-Business setup, development and management
- Microsoft Office Suite 2000 (Word, Access, PowerPoint, Excel)
- SAP ERP System
- Hardware & Software Upgrades, Installation and Troubleshooting
- Networking in Win98, NT4, & 2000
- All MS Operating Systems
- Internet Literate