



Curriculum Vitae

Morten Wagner

Address : Skovtoftebakken 1, DK-2830 Virum

Date of Birth : 23. January 1960

Industry experience

2015-2016 : **Sennheiser Asia: Product and Technical Support Manager, CC&O, APAC**

Sennheiser Asia is a subsidiary of Sennheiser KG, located in Singapore. It serves the SEA market.

Responsible for:

- Product support for the APAC region
- Product and sales training of subs and partners, customers and on webinars

Results:

- Quick response time on support requests
- Improved channel readiness in new markets

2011-2015 : **Sennheiser Communications: Product Support Manager.**

Sennheiser Communications is a 50/50 joint venture between German Sennheiser KG and Danish WDH. Located in Denmark with a strong R&D group for professional headsets and in Hong Kong for consumer headsets, significant growth has been achieved the last 5 years.

Responsible for:

- Developing the Service & Support organization to accommodate global account requirements
- Product support, primarily on CC&O headsets, but also on consumer headsets
- Product training worldwide at subs and partners, customers and on webinars
- Sales training for new sales people
- Monitoring quality level on market, and initiating actions to improve quality

Results:

- Reduction of response time to meet customer expectations
- Systematic training approach to increase efficiency
- Launch of web-based support tool 'Headset Compatibility'

- Introduced “HappyFox” ticketing system for product support issues.
- Conducted 36 product trainings since November 2011

1999 – 2011

: Sonion: Product Manager for electromechanical components for hearing instruments.

Sonion is a component supplier to the hearing instrument industry. Approximately 1900 employees. With sales to Denmark, Germany, Schweiz and USA and production in Denmark, Holland, Poland and Vietnam it is heavily internationalized.

Responsible for

- Business Intelligence
- Portfolio management
- Business plans on new projects
- Design-in of components into customer’s products
- Writing product introductions, data sheet and application notes
- Project management on high-focus projects

Results:

- Managed design-in of several components in hearing instruments from all leading hearing instrument manufacturers.
- Managed 6 product introductions.
- Project manager of several development projects at > 1 mUSD
- Product definitions and specifications of >20 new products.
- Written product material for 2 tradeshow per year.

1997 – 1999

: GN Netcom (Jabra), Project Manager with personnel responsibility, R&D.

GN Netcom is a daughter company in the GN group, developing, manufacturing and selling headsets for both telecom and consumer market.

Responsible for Project Management of R&D projects

Personnel management of 2 engineers, 1 technical draftsman and 1 mechanical designer.

Results: Managed the development of Ellipse, GN Netcom’s 2. Generation wireless headset, using DECT HF technology.

1990-1997

: GN ReSound, Department Manager of “Electronic Packaging Development”.

GN ReSound is a daughter company in the GN group, developing, manufacturing and selling hearing instruments and audiologic diagnostic equipment.

Personnel management of 3 engineers, 2 technical assistants, 2 production trainers and 1 audiology technician.

Group responsibility for writing R&D processes for ISO 9001 certification – as the first hearing instrument company in the world.

- 1987-1989** : GN ReSound, R&D engineer. Electronic packaging.
- 1985-1986** : Lyrec, R&D engineer. Tape recorder development
- 1984- 1986** : Delta, "Senior Engineer", dept. of material and component technology.

Education

- 1983** : DTU, B.Sc.E.E, electromechanical line (DIA EA)
- 1980** : 'Gymnasium' supplement in math and physics
- 1979** : Lyngby Statsskole, 'Studentereksamen'
- 1976** : Senior grade, Montgomery High School, Santa Rosa, CA, USA.

Post-Education / Courses

- 2016** : Presentation essentials, Asia focused. 2 days
- 2014** : Webinar: "Customer Communication", 15 hours. Skillsoft
- 2010** : "Consultative Sales Skills", 3 days, Amsterdam with 'Legacy Frontiers'
- 2009** : 'Pragmatic Roadmapping', 1 day, webinar
- 2004** : 'Product Management', 3 days, Chicago with 'American Management Association'
- 2001** 'Situational Leadership II' with Ken Blanchard Companies
- 1995 – 2000** 'Dansk Management Forum': Project Management, 3 days (1998)
 "Winning at new products", 3 days (1998)
 "Key Account Management", IIR, 2 days (1999)
 "Key Account Management Workshop", Mercuri, 2 days (2000)
 "Skriv til Nettet", Kjaer & Kjerulf, 2 days (2000)
- 1996-2000** : "Engineering Technology Management" and "Engineering Business Management" on Copenhagen Engineering School:
- "Marketing" (5 months)
 - "Strategic Management and Technological Development" (5 months)
 - "Project Management" (5 months)
 - "Organization and management of Change processes" (5 months)
 - "IT systems for the Enterprise" (5 months)
- 1988 - 1997** : GN internal courses:
- "Management 1", 1 week full time (1992)
 - "Management 2", 1 week full time (1997)

Teaching experience

- 2011-** : Product and sales training at Sennheiser subs, partners and customers
- 2000 - 2011** : Internal product training of Sonion employees
- 1992** : DTU: "Production Technology", 5. semester.
- 1993 - 1997** : Seminars same place on quality management, PCB manufacturing, 'Electronic Packaging' and production technology
- 1985-1993** : Coach for "Gladsaxe Judo Klub"

Patents

- : Combined roller and push switch assembly: US2004173442, 2004-09-09
- Device for lifting a handset: US6526143 / WO9949642, 2003-02-25
- Frame for Hearing Instrument Mounting: 06075711.9 EPO

Publications

- : Delta (ElektronikCentralen)
 - ECR173 "Sockets for DIP Components 5"
 - ECR189 "Programming Switches for PCB Mounting"
 - 2 articles in 'Hearing Review', international magazine for the Hearing Industry

Languages

- : Fluent English, written and verbal. Some German, less French.

Leisure

- : Photography. Motorcycle. Travel