



# Teddy Dako

Uniteam Recruitment Services

17<sup>th</sup> April, 2022,

Dear Sir/Madam,

Please accept this letter and attached resume CV as an application for the Customer Service Consultant role you are recruiting for.

Uniteam's reputation for high-quality services that meet and surpass customers' expectations, suggests you are constantly on the lookout for dedicated professionals with technical and leadership skills.

I am a seasoned professional with significant exposure to the responsibilities of the role and have the requisite experience, skills, and dedication to success to perform confidently in this role.

I am a quality-oriented and results-driven professional who has received consistent recognition for my work in the technical presales, support and training fields from co-workers, customers and management. Over the course of my 20+ year career working in the large format printing world, I have developed skill sets directly relevant to the Customer Service Consultant role you are recruiting for. These include:

- Customer Service & Relationship Management
- Building, developing and managing relationships
- Provide cost-efficient & long-lasting solutions
- Knowledge Transfer
- Understanding of Customer wants & needs and Product Management

I have worked extensively with partners and customers to deliver sustainable, effective and cost-efficient end-to-end solutions for their businesses. My creative mindset and ability to build strong relationships have allowed me to convert leads into sales opportunities. I have highly developed leadership skills with key strengths in communication, global citizenship, team building and critical thinking with a personal belief that each person in a team has a vital and intrinsic role. Although my experience has been in the Printing world, the skillset can be easily transferred to other areas.

Thank you for taking the time to review my attached resume and I look forward to the opportunity to speak with you about my candidacy for the role in greater detail.

I can be reached by phone on +43 664 88153418 and by email at [teddydako@outlook.com](mailto:teddydako@outlook.com).

Yours sincerely,  
**Teddy Dako**



# Teddy Dako

## Contact Info

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6241 Radfeld, Austria
- linkedin.com/in/tdako

## Education

- Commercial Economics**  
*The Hague University | 1996 - 1998*
- Electrical Engineering**  
*The Hague University | 1992 - 1993*
- Electrical Engineering**  
*Delft University | 1988 - 1992*

## Core Competencies

- Technical Presales Consultancy
- Technical & Break/Fix training delivery in EMEA
- Partner & Customer Relationship Management
- Printer Installations
- LFP Expertise & Market Understanding
- Print workflow knowledge (RIPs, Drivers, Servers, Printing Applications)
- Color Management, Workflow & Profiling
- Training & Technical Support
- Adobe Graphics Application knowledge

## Languages

- English – Native Language
- Dutch – Fluent (Spoken, Written)
- German – Working Proficiency (Spoken)

## Profile

A dedicated professional with highly developed leadership skills and over 20 years of management experience in Product Support, Product Management, Technical Presales Consultancy, Training Delivery, Customer Relationship Management and Account Management.

Trilingual, an excellent communicator, results-oriented, analytical and possessing a creative mindset, I have a proven reputation for delivering creative and sustainable, cost-effective end-to-end solutions to specification.

## Professional Experience

- 1/2021 – 2/2019** ● **HEAD OF SUPPORT & AFTER SALES**  
*Aeoon Technologies GmbH | Kramsach, Austria*  
Department lead, responsible for delivering professional end-to-end solutions to customers worldwide. Deliver User and partner training & support. Inhouse & Partner training delivery and content creation. Digital Institute, Online training and e-learning. (VIP) Customer Relationship management for after sales services.
- 12/2018 – 6/2007** ● **OWNER / SELF-EMPLOYED**  
*Urban Grafics | Holland, Cyprus, EMEA*  
HP DesignJet Consultancy, Service and Print Training Delivery, Technical Presales Consultancy for cost efficient printing solutions, Large format and Fine Art Printing, Photography workshops, Printer installations, Service & Support, Color Management training and consultancy.
- 3/2016 – 9/2007** ● **HP DESIGNJET TRAINER**  
*Intracon GmbH | Bad Homburg, Germany & EMEA*  
HP DesignJet service training delivery for Channel Partners, Onsite Engineers and Call Agents in the EMEA region. Break/Fix Training. Color Management Training and Consultancy.
- 3/2006 – 3/2000** ● **HP SUPPORT ENGINEER**  
*Hewlett Packard | The Netherlands, Barcelona*  
HP DesignJet technical support and consultancy for high-valued customers, Global Business Unit reporting, provide sustainable solutions for end-users and Presales teams. Managed inhouse and outsourced Call Center agent teams.
- 3/2000 – 2/1997** ● **CALL CENTER AGENT**  
*Hewlett Packard | Holland*  
HP DesignJet technical support for end-users and onsite technical support teams.

## Skills / Qualities

Interpersonal Skills, Accountable, Analytical, Patient, Diplomatic, Attentive, Leadership, Teamwork, Enthusiasm, Passion to learn, Results Driven, Dynamic Problem Solver.

## Applications

- Photoshop, Illustrator, Acrobat, Lightroom, Illustrator,
- Onyx RIP, Posterjet, White RIP, Kothari
- WordPress, MS Office

## Trainings & Courses

- HP DesignJet NPI Trainings, Barcelona
- HP DesignJet Training Delivery EMEA
- PosterJet & Onyx RIP Training
- Aeoon DTG (Print) Training
- White RIP & Kothari Training / Delivery
- PRINCE2 (ongoing)

## Hobbies & Interests

- Travel
- Photography
- Swimming, Running
- Photography Workshops
- Printing Workshops
- Fine Art Printing

## References

- Angelo Schiestl, Aeoon Technologies
- Ramon Barba, HP Barcelona
- Kashif Habib, HP San Diego
- Martin Wuijster, Sihl Nederland
- Emanuele Rizzi, Inx International

## Career Summary

My professional career started at HP Netherlands. I trained as a Call Agent and was promoted to a more supporting role as Support Engineer. This included higher-level support, pre-sales technical support and training delivery to agents and technical partners.

After 10 years at HP, I became a self-employed independent technical trainer and consultant for LFP print solutions in EMEA. Understanding customers' needs and finding the right product and/or service for the customer was vital in this role. Training delivery, knowledge transfer and Printer Installations were also a great part of this role.

During the last two years, I enjoyed and learnt a lot in my role as Head of Support and After Sales at Aeoon Technologies. As a company that produces DTG printers, I led a diverse team of online agents and service technicians to deliver professional support to customers worldwide. I shared my experience and knowledge with them and empowered them to propose creative and sustainable solutions. I took the initiative to restructure the support organization. Relying on my communication and leadership skills, I collaborated with my team to create a streamlined process.

I recreated training content and restructured the delivery model. I took great pride and enjoyment in working with partners worldwide to deliver end-to-end and cost-effective solutions to customers.

As a technical presales consultant, I worked with various organizations, streamlining the process of creating a customized blueprint from initial lead to after sales support. Simplifying this process for a customer is vital in creating customer satisfaction and success.

## Professional Achievements

### **February 2019 - December 2020 Head of Support & After Sales**

- Led a Support Team and onsite Support Technicians by helping them apply processes and procedures to resolve technical issues. This resulted in an increase of our worldwide customer satisfaction.
- Training content creation.
- Organization, planning and delivery of technical trainings to customers and partners.
- Platform building for online and e-learning capabilities (Digital Institute).
- Country Partner and Customer Relationship Management.
- Restructuring of the support platform and delivery.
- Worldwide After Sales support

### **2007 - 2018 Urban Grafics – Print Solutions Consultant / Self-Employed**

- HP DesignJet Technical Presales consultancy. Provided practical and tailor-made printing solutions either directly to customers or to the pre-sales team.
- Large format Printers installations & Customer Support.
- Service, Product & NPI training. This included break/fix training and knowledge sharing to Channel Partners, Support Organizations, Call Agents and other support teams in EMEA.
- Provided HP DesignJet & Latex technical & break/fix training delivery.
- Provided user training to customers to ensure that they maximize the use of the printers and generate a good return of their investment.
- Large-format and Fine Art printing. Provided photographers, graphic agencies and other companies with high quality large format and Fine Art prints.

### **2007 - 2016 Independent DesignJet Trainer**

- Provided HP DesignJet training to various internal and external support teams in EMEA. Training provided covered HP DesignJets, HP Solvent printers, HP Latex and Color Management. Break/fix training where printers were taken apart, various parts and modules analyzed and understood, and then reassembled.

### **2000- 2007 HP DesignJet Support Engineer**

- HP DesignJet technical support. Monthly reporting for GBU management, HP Barcelona. Provided sustainable print solutions for end-user and Pre-sales teams. Led and took part in roadshows to demonstrate printers to potential customers. Guided and helped call agents in their support of customers. Provided product training to call agents on new products. Early bird support for new products.