

Curriculum Vitae: Philipp Zirpel

Experience

IKEA Retail Services AB, Oct/2016 – current, Malmö Sweden

Global Product Recovery Leader, IKEA Retail

- Leading the strategical development of the Product Recovery function.
- Drive the co-operation across functions to ensure everyone understands, contributes and actively works with focus on cost prevention, quality, optimized revenue and sustainability.
- Actively co-operate with other functions to identify needs and develop actions to support IKEA Strategic direction.
- Ensure operational excellence by a close relationship with countries and stores.
- Define and follow-up on goals and measurements, constantly striving to improve how we contribute to the success of IKEA.
- Contribute to business planning and budget processes at global and country level.

Inter IKEA Systems Service AB, Jan/2013 – Sep/2016, Helsingborg Sweden

Customer Experience and Operations Specialist Retail Expansion & Concept Development

- Project management for the establishment of 10 new IKEA stores in mainly new markets
- Project management during the IKEA Delft store high level picking implementation
- Certified trainer for Inter IKEA Systems Training program
- Project lead for the “IKEA Store Manager Program”
- Payment responsible with focus on conceptual development for all IKEA franchisees

Inter IKEA Systems B.V., IKEA Concept Centre, Aug/2009 – Dec/2012, Delft Netherlands

Customer Experience Leader

- Member of the Customer Experience Management Team
- Responsible to secure a great shopping experience for all customers
- Directly responsible for 20 co-workers including their development and succession planning
- Responsible to secure fast and easy check-out and smooth general service operations
- Project leader Scan’n’Go; a new exit flow solution for express check-out
- Project member for the new customer guidance project

IKEA Germany, Sep/2008 – Jul/2009, Osnabrück Germany

Acting Check-out Manager

- Responsible to secure a great shopping experience through smooth payment processes
- Responsible for the entire check-out operations in the store
- Responsible to secure a fast and easy check out experience

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IKEA Germany, Sep/2004 – Aug/2008, Berlin Germany

Student and Management Trainee

- Participant “IKEA Basiccamp”
- After sales service responsible and contact to external vendors
- Responsible for Seasonal Range including dimensioning, layout, price setting and sales steering within the store under supervision of a Shop Keeper for sparring and support

Bodies

IKEA Germany, Apr/2005 – Jun/2007

Board Member National Youth Work Council

- Elected member to represent all IKEA retail related trainees (~ 400 people) within Germany
- Reporting to IKEA national work council

Studies

FOS Dahme- Spreewald College, Sep/2004 – Jan/2007,

Studies of Management Assistant for Retail Sales Services; excellent graduation

- College for economics and administration in joint venture with an IKEA store
- Vocational studies; college studies combined with on the job phases in an IKEA store
- Study focus on sales activities form the focal point of their commercial tasks, control of products and data flow in assisted-service and self-service enterprises; further areas of activity include product management, product range development, product pricing, marketing, retail logistics, procurement and acceptance of products, accounting, staff management, controlling, e-commerce and basic economic science

Trainings & Education

Inter IKEA Systems B.V. & Frank Busch Competence Development, 2011

Trainer Certification

- Facilitation skills training

Inter IKEA Systems B.V. & CLURAM Consulting, 2010 – 2012

Leadership Program 1&2

- Leadership training extended over two years and a total of 15 days with the aim to enhance leadership skills
- Basic lean and agile methodologies

IKEA Germany, 2007

IKEA Germany “Base camp”

- Basic leadership training that aims to enhance potential new managers with the ability to perform their new task according to IKEA’s vision, direction and strategies