

# CUSTOMER CARE, KEY ACCOUNT MANAGER



**DAVE KOCK**

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## SKILLS

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8 Years of Experience in Customer Care  
Event & Project Management  
Creative & Design  
Team-Lead Skills

## SOCIALS

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Dave Kock



Dave.Kock\_eu

# EXPERIENCE

## WORK

Aug. 2020 *DaveWorks*

Now CEO

I choose to do my Hobby my Job and help Companies to have a professional Website and Social Media appearance

Okt. 2022 *Ummadum Service GmbH*

Now Key Account & Communications

As assistant of the CEO I work on the expansion of the Start-UP, as well as the Service of existing Customers. Being the Communications Person between Sales, Marketing and Customer Care.

Nov. 2021 *Delivery Hero*

Sep. 2022 Dispatcher & Customer Care

Working on the Live-Delivery System of Delivery Hero (Branch: Mjam Austria). To assure the Quality of the System and manage immersing errors

Nov. 2020 *G4S*

July. 2021 Team Lead IT

Team Lead at Europes Largest Covid Testing Area in the Austria Center Vienna. Leading a Team of 40 Collegues.

## INITIAL AND

## CONTINUING EDUCATION

2023 *ColumbiaX University of New York*  
Teach in the Collage Class

2022 *European Parliament*  
EU Summer Academy

2021 *Timothy Meixner*  
Digital Marketing Masterclass

2021 *Axel Rittershaus*  
Coaching for Managers

2021 *Dr. Andreas Dürr*  
Develop leadership skills

2018 - *Berufsschule Dornbirn*  
2016 Education for Food & Production

## LANGUAGES

Native

Dutch

Native

German

Professional

English

Elementary

Lithuanian

Elementary

French

# ENGAGEMENT

## VOLUNTEERING

Since 2022 *EU'th*  
President  
EUth is an NGO which focuses on the underrepresentation of Young People in Politics.

Since 2021 *European Youth Card Association*  
Youth Panel  
As assistant of the CEO I work on the expansion of the Start-UP, as well as the Service of existing Customers. Being the Communications Person between Sales, Marketing and Customer Care.

Since 2020 Logline - FS1 TV  
TV Presentator  
Working on the Live-Delivery System of Delivery Hero (Branch: Mjam Austria).  
To assure the Quality of the System and manage immersing errors

Since 2014 *aha - Youth Info Vorarlberg*  
Youth Team  
Team Lead at Europes Largest Covid Testing Area in the Austria Center Vienna. Leading a Team of 40 Colleagues.

## AWARDS

2022 *National Youth Work Award*  
Federal Chancellor Office

2022 *European Solidarity Corps Award*  
OEAD - National Agency

2019 *Junior Sales ART DECO*  
Chamber of commerce Vorarlberg

2018 *Political Science Award*  
Chamber of labor Vorarlberg

2017 *Sales Competition*  
Spar AG

## LICENSES

Drone Licens    A1 / A3