



Stefanie Kaehler - Consultant

Stefanie has been implementing CRM systems and strategies Europe-wide for over 10 years. She is salesforce.com and Quick Start certified. She is passionate about delivering true customer value and focuses on process efficiency, usability and user adoption. Her key skills and experience include:

- Analysing and optimising business processes to ensure maximum exploitation of technology
- Designing and deploying Salesforce.com implementations around customer needs
- Delivering customised Salesforce.com training to a range of audience types
- Further driving user adoption by means of change management and coaching

Before her time at 2020 Management, she gained extensive blue-chip experience with Shell and Cisco. Since joining in 2007 she has worked with Reuters, 118//118 Media,

ABN Amro (Far East training), Okoworld and Fortis Investments among others.

Stefanie is a Salesforce.com Certified Consultant and is QuickStart certified. She also holds the CRM Certification from the Institute of Direct Marketing as well as being a CTI qualified Co-Active Coach. She is a member of the IIBA. She has a Master Degree in Applied Linguistics and technology and is fluent in English, German and Italian, with conversational Spanish and French.