

Hans Muessig

Hans Muessig has over twenty years experience in the fields of IT management, customer relationship management, and organizational effectiveness. He has held leadership positions in private industry and higher education. He is an open and “out-of-the-box” thinker and an accomplished coach, teacher and trainer, catalyst and change agent.

Hans has spent the last eleven years at AT&T as a sales manager, data network consultant, and project manager. For the past five years Hans managed the TAM (Total Account Management) program for the Enterprise segment – Fortune 2000 – of AT&T clients. TAM is a comprehensive sales effectiveness program for building and maintaining strategic relationships with its clients. He also managed the Shared Expectations program (part of TAM) and greatly expanded that program from 10 sessions in 2003 to 155 sessions globally in 2007 (460 session’s total). Directly or indirectly these sessions have contributed over \$1 billion in revenue to AT&T. Hans has facilitated over 200 sessions – nearly 50 globally – and trained 7 additional facilitators. One-third of the Fortune 100 companies have participated in Shared Expectations sessions, often multiple times. Shared Expectations is a “best practice” being adopted widely; the process results in improved client satisfaction and increased revenue.

Shared Expectations is one component of Hans’ expertise in sales effectiveness, customer relationship management, and organizational effectiveness. This broad and detailed experience with clients across multiple industries and regions of the world allows Hans to bring many insights to the challenges businesses face in the “front office” as they work with clients, and the “back office” as they fulfill client “orders” and work with suppliers. Equally at home dealing with process challenges, CRM issues, or sales strategies, Hans can give teams the edge needed to survive and excel in these challenging times.

Prior to joining AT&T Hans served as CIO and Director of IT Services at Ryt-way Industries where he launched and directed a four-year process, application, and infrastructure reengineering project for this food products co-packer.

Hans is an experienced facilitator, a trained conflict mediator, and a qualified neutral under Rule 114 of the Minnesota State Courts. He is a graduate of Carleton College and holds a masters degree in History from the University of Iowa.

Further detail can be found at Hans’ LinkedIn profile: <http://www.linkedin.com/in/hansmuessig>