Curriculum Vitae
Janina Langen

The transformation to agility in enterprises is a challenge because agility means more than quickly developing pragmatic interim solutions and bringing them to market to improve them over time.

As a servant leader, my objective is enabling the team to grow their ability to operate more freely and autonomously, and to take responsibility for their actions through self organisation. In lieu of a formal authority position, I encourage the team with persuasion to act. We take decisions as a team collectively.

Particularly in the context of complex projects or companies, I see servant leadership as being especially important, because a lot of individual ingenuity is needed.

Personal Information

Name	Langen, Janina
Address	Bahnhofplatz 2a CH – 5605 Dottikon AG
Fixed line	+41 55 2412341
Mobile	+41 79 3306132
E-Mail private	janina.langen@jlweb.ch
E-Mail business	janina.langen@swisscom.com
Nationality	German, residence permission C in Switzerland
Date of Birth	6th of September 1970 in Mainz
Marital Status	Divorced, no children
Hobbies	My animals (dog & cat), playing the flute, my garden, nature, photography, painting/ visualisation, web design
References	On request

Profile

As an empathetic person with a strong ability to actively listen, I quickly understand other people's perspectives and recognise their needs. With these insights, I create the optimal conditions for the team to thrive and lead them to strong performance.

Understanding of Leadership

Curiosity and courage drive me to try out new things with my team. For example, we explore methods which lead to more self-organisation and personal responsibility or enable development of new competencies, new patterns, and collective decision making. With a positive attitude towards conflict resolution, I accompany the team members with great sensitivity.

Together with the team, I continuously review and update the mission of our area of responsibility. We ensure that we are working towards the enterprise's vision and create value for products and services we develop. Looking beyond day-to-day operations gives me a sense of the bigger picture. I develop visions, concrete targets and implementation strategies on this basis.

Experience

Entrepreneurial thinking and decision-making capability allow me to implement the agile principle „Stop Starting, Start Finishing" (Sterling Mortensen) and implement financially viable solutions that simultaneously increase customer satisfaction and optimise business processes. Many years of experience as a product owner give me the confidence to constantly prioritise the backlog. Practicing proactive stakeholder management, constantly validating the impact of product and service, integrating the different perspectives to continuously improve products and services, is the approach I put into practice to that end. With strong communication skills, I regularly ensure qualitative and commercial transparency.

Motivation

My drive to perform, and passion for my work, lead me to quickly familiarise myself with new challenges and develop into a trustworthy partner for stakeholders, superiors, and teams.

Professional Objective

As a servant-leader, I live my passion for lean agile collaboration models and my natural talents, contributing my wealth of experience in an agile organisation. Sustainably, I contribute to organisational development so that we achieve a cutting edge (or state of the art) and successful collaboration model.

My work offers me possibilities for further training and career advancement opportunities, as I strive to further my professional development and satisfy my urge for continuous learning.

Professional Experience

since 2010	**Swisscom Information Management** (Zurich CH) Product Owner for the central information platform for Swisscom's internal service assurance communication with interfaces to the IT Service Management, customer information platforms and various data bases. Requirement Engineering: Elicit, analysis, documentation, and validation of the needs of the organisation. Harmonisation and standardisation of information management for Swisscom Establishment of a collaborative knowledge management system.
2006 – 2010	**Swisscom Dispatching Centre** (Zurich and St. Gallen CH) Workload Manager, Key Player, Assistant Team Leader, Dispatcher, Consulting, Project Management
2002 – 2005	**Hotel Sonne** (Dürnten CH) Chef de Reception, Organisational Optimising, Management Support
1998 – 2000	**SWL Abriss und Gebäudereinigung** (Erfurt D) Managing Director, Accounting, Client Acquisition
1995 – 1998	**Stay Abroad as Musician** in France and Spain Orientation phase
1989 – 1993	**Dentist Praxis Peter Hess** (Oberursel D) Dental Nurse, Office

Further Education

2019 - 2021	**Facilitator** – Facilitation for meetings, workshops and agile rituals – Coaching techniques, Appearance competence – HCD: Basic, Value Proposition, Prototyping – Work Visual
2018	**SAFe Product Owner/ Product Manager** Scaled Agile Roles
2018	**Agile Thinking** Understanding and applying the fundamental agile principles
2016	**IPMA C** International Certificate for Project Management in theory and practice
2015	**KT Kepner Tregoe Basic & Advanced** In-depth knowledge of different problem analysis techniques
2015	**IPMA D** International Certificate for extensive knowledge of project management skills
2008 - 2010	**Specialist in Enterprise Organisation** Advanced competences in project management, process management, organisational structures, economics, accounting and legal

Education

2001 – 2002	**European Business Clerk** Industrial Manager, Business Specialist English, French Secretary
1998 – 1999	**Project *Jobs for Women***: Office Management, MS Office
1993 – 1995	**Study of Musicology** - Justus-Liebig-University (Giessen D)
1991	**German Abitur** - Christian-Wirth-Schule (Usingen D)