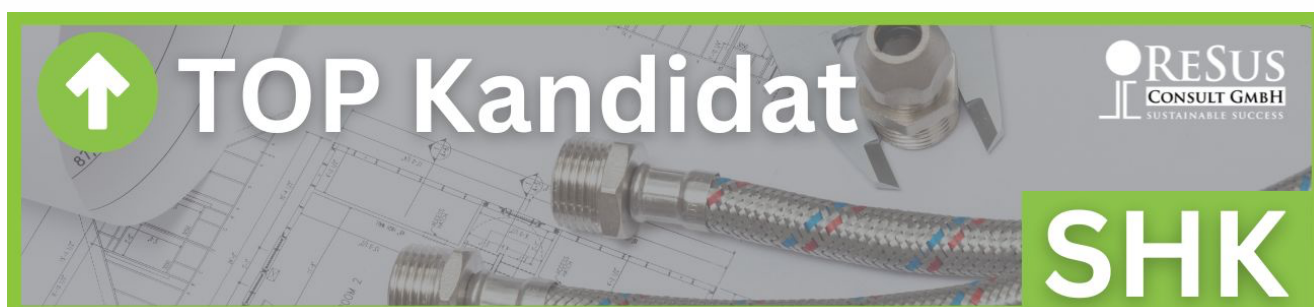


TOP Candidate Profile



Head of Service | Director Technical Service (Heat Pump & HVAC)

ID: SHK 8417

We are pleased to introduce an experienced **service executive** who has been building, transforming and scaling international service organisations in technology-driven companies for more than **15 years**. A technical foundation (State-Certified Engineering Technician, Electrical Engineering) was followed by a business qualification (Certified Business Administrator, IHK) and an executive programme in **General Management** at a leading business school. Formative were **14 years with a Japanese electronics group** – most recently as Senior Manager Technical Support for the DACH/NL region with a **service budget of up to EUR 35 million** – followed by the position of Head of Technical Service at a **German manufacturer of energy storage systems**, leading **75 employees**, 8 direct reports, **175,000 installed systems** and **1,100 trade partners**.

His impact is documented in figures: reduction of a ticket backlog from approximately **12,000 to 500 cases**, an increase in telephone availability from **63% to 91%**, and the execution of **two restructuring programmes** while keeping service performance stable. He established a cross-functional **KPI governance** based on Power BI, built national and international service partner and field service networks including SLA and quality management, and improved customer experience by **14%** as Head of Service at an **Asian HVAC and home appliance group**. He names the levers in B2B service precisely: technical competence within the service and dealer network, first-call resolution and spare parts availability.

He is looking for a leadership role as **Head of Service, Director Technical Service or Head of After Sales** with a manufacturer of **heat pumps, HVAC or energy storage systems** – DACH or Europe-wide. Growth and transformation phases as well as the European market entry of Asian manufacturers are of particular interest. Business-fluent English.

Your direct contact at RSC – Executive Search | Building Technology & HVAC

On request we will gladly send you an anonymised short profile of this candidate. For any questions, Mr Leihbecher is available at any time for the HVAC/plumbing sector (sanitary | heating | air conditioning | ventilation | building services | installation).



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