

# Michaela Bockstegers

## Pedagogical Expert

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### Michaela Bockstegers

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Germany

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### Skills

Ability to work in a team, flexible, and committed. Willingness to learn, reliability, ability to self-reflect, ability to deal with conflict, problem-solving skills, social competence, stress resistance & resilience, empathy, patience, sense of responsibility, strong communication skills, and negotiation skills.

MS Office (Word, Excel, Outlook, PowerPoint), Google Suites (Google Drive, Docs, Sheets, Forms, and Gmail), Social Media (Facebook, Instagram, Twitter, LinkedIn, and Pinterest), Teams, Zoom.

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### Experience

#### **AWO-Kreisverband Mülheim an der Ruhr / Pedagogical**

Specialist in the Counseling and Contact Point for Intervention and Prevention of Sexualized Violence

**December 2022 - PRESENT, Mülheim an der Ruhr, Germany**

- Counseling educators, government offices, kindergarten nurses, parents, and children
- Training educators and pupils with projects about sexual violence
- Training kindergarten nurses regarding social code, protection concepts, and communication skills interaction with parents, family members, and government offices for Juvenile protections.
- Participation in interdisciplinary working groups

#### **Molten Europe GmbH / Sales Operation**

**February 2020 - November 2022, Düsseldorf, Germany**

- Sales of sport articles
- Invoicing
- Inventory
- Customer master maintenance

**FläktGroup Deutschland GmbH / Team Leader**

**May 2018 - August 2019, Herne, Germany**

- Organization and planning of meetings
- Review of documentation
- Review, planning, monitoring of training
- Reporting to the management
- Preparation, processing of KPI data
- personnel policy
- Team management, structuring
- Management of complaints
- Control of missed payments

**TROX GmbH / Employee EMEA division, Pricing Department**

**August 2016 - April 2018, Neukirchen-Vluyn, Germany**

- In cooperation with the division management, determination of the conditions bound to price groups
- Checking the submitted framework agreements for correctness of the conditions (maximum conditions, term, budget)
- Checking of changes to the framework agreements for feasibility (term extension/reduction depending on agreed sales, project additions, budget increase/decrease)
- Checking requests for special conditions for feasibility, checking requests for net prices / special prices
- Maintenance of the intranet for the sales department Germany

**TROX GmbH / Employee in the field of Technical Service, Focus on Export and RLT technology**

**April 2005 - July 2016, Neukirchen-Vluyn, Germany**

- Disposition of service technicians material disposition
- Technical clarification with the responsible departments
- Clarification of material availability with the purchasing department, plant and warehouse
- Clarification of shipping modalities
- Returns management
- Clarification of the cause of damage internally as well as with suppliers
- Clarification and execution of the credit and debit note procedure or possible goodwill arrangements

**TROX GmbH / Account Manager**

**March 2001 - March 2005, Neukirchen-Vluyn, Germany**

- The 2nd largest retail customer in the distribution sector in Germany with annual sales  $\geq$  1 million EUR
- CRM-System
- Execution of order changes
- Deadline tracking
- Control of conditions
- Invoicing
- Checking of possible returns (goodwill arrangements)
- Credit and debit notes

**TROX GmbH / Administrator in the Sales Department Germany**

**September 1995 - March 2001, Neukirchen-Vluyn, Germany**

- Accounts Payable
  - Customer Orders
    - Input
    - Coordinated with factory
  - Main contact for the Engineering Department
    - Formulating orders
    - Coordinated with Engineers
    - Complaints and Solutions
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## **Education**

**SRH Fernhochschule GmbH / M.Sc Psychology**

August 2022 - PRESENT, Heidelberg, Germany

**DIPLOMA University / B.Sc Applied Psychology**

Mai 2018 - April 2022, Bad Sooden-Allendorf, Germany

**Kaiserswerther Diakonie / Trauma Educator**

October 2020 - October 2021

**VWA Studienzentrum / Business Economist**

August 2009 - Mai 2013, Duisburg, Germany

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## **Abilities**

German -- Native Speaker

English -- Fluent (C2 level/ ILR 4)

Dutch -- Conversational (B1/ ILR 2)

Driving license

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**Internship**  
**Volunteering**

**Theodor Fliedner Foundation, Haus Engelbert** / Internship in  
a psychotherapeutic institution  
**March 2019 - July 2019, Mülheim an der Ruhr, Germany**

**ELLA Global Community** / International Psychosocial  
Counseling Queer Community

**October 2022 - Present**

- Weekly Zoom counseling sessions
- Participants are International
  - Africa
    - Uganda
    - Kenya
    - Nigeria
  - United States
  - Albania
  - Netherlands
  - Germany
  - Lithuania

**Krisenchat.de** / Volunteering Counseling for Kids and Teenagers  
**August 2020 - November 2021**

- Online chat-counseling 24/7 in shift

**Dear Job Seeker,**

Are you interested in a new point of view to bring in? As a European pedagogical expert with a psychological background, I would love to bring my experience to the Social Service in your city.

As you can see I offer job experience in the economic field as well in the social area. Endurance, communication, persistence, and commitment are part of my character as are empathy and the ability to listen and assess family situations for the safety of children.

I'm looking forward to hearing from you.  
Best regards,

**Michaela Bockstegers**

