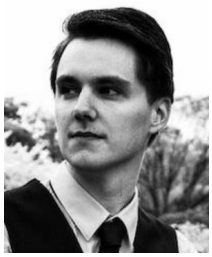
JANNIK HUGO

OPERATIONS & PROJECT MANAGEMENT PROFESSIONAL

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PROFESSIONAL PROFILE

Operations and project management professional with 10+ years of continuous experience in a regulated healthcare service organization, including 6+ years in deputy general management. Progressed internally from Executive Assistant to a cross-functional leadership role with responsibility across day-to-day operations, workforce planning, project execution, procurement, recruitment, stakeholder management and process improvement. International academic and service experience across Germany, the United States, Japan, France, Austria and the Czech Republic. Combines operational leadership with international management education, structured problem solving and strong ownership.

CORE COMPETENCIES

Operations Management | Project Management | Process Improvement | Business Operations | Workforce Planning | Stakeholder Management

Leadership & Workforce Coordination | Service Delivery | Procurement | Client Relationship Management | Recruiting & Onboarding | Change Implementation | Crisis Management

LEADERSHIP & WORKING STYLE

Problem Solving | Ownership | Creative & Unconventional Thinking | User-Centered Solution Development | Decisiveness | Stakeholder Communication | Cross-Cultural Collaboration

PROFESSIONAL EXPERIENCE

Deputy General Manager | 2020-Present

Hauskrankenpflege Andrea Hugo | *Bremen, Germany*

- Coordinate day-to-day operations and workforce planning for approximately 20–30 employees supporting approximately 60–100 active patients; ensure service coverage during absences and shifting priorities.
- Manage 3–5 concurrent operational projects and initiatives from planning through implementation; prioritize changing requirements and coordinate employees, senior management and external partners.
- Support executive-level decisions across workforce planning, recruitment, procurement and client service; coordinate approximately 5–10 hires and onboardings per year.
- Manage collaboration with patients, families, employees, suppliers and external partners; align differing interests with a solution-oriented approach while contributing to budgeting, purchasing, business development and operational performance.
- Identify operational bottlenecks and implement process improvements across scheduling, communication, workforce coordination, procurement and service delivery.
- During the COVID-19 pandemic, independently coordinated critical supply and organizational activities: secured PPE supply continuity, coordinated an on-site vaccination program for approximately 40–80 patients with external medical professionals, and established recurring testing workflows for 20–30 employees.

Executive Assistant | 2014-2020

Hauskrankenpflege Andrea Hugo | *Bremen, Germany*

- Provided operational support to executive management across workforce and appointment scheduling, correspondence, documentation and day-to-day organization of an ambulatory healthcare service provider.
- Contributed to employee coordination, client and patient communication, marketing activities, procurement, supplier coordination and preparation of management information.
- Progressively expanded operational responsibilities alongside bachelor studies; promoted to Deputy General Manager in 2020.

SELECTED INTERNATIONAL PROFESSIONAL EXPERIENCE

International Representative Program - Merchandise & Food and Beverage | 2013-2014 | 2019-2020 | 2022-2023

Walt Disney World Resort, EPCOT | *Lake Buena Vista, Florida, USA*

- Delivered customer and guest service in high-volume, multicultural Merchandise and Food & Beverage environments in the Germany Pavilion while adhering to Disney service and operating standards.
- Supported point-of-sale processes, merchandise replenishment, food preparation and Guest Experience; strengthened adaptability, teamwork and cross-cultural communication.

Chronology: The first Disney assignment began before employment with Hauskrankenpflege Andrea Hugo. Later international study periods and Disney assignments took place while the German employment relationship remained in place through agreed remote-work and/or leave arrangements.

EDUCATION

Master in International Business | 2023

Prague University of Economics and Business (VŠE) | *Prague, Czech Republic*

Focus Areas: International Strategy | Project Management | Innovation Management | Design Thinking

Master of Health and Social Management | 2023

MCI | *The Entrepreneurial School* | *Innsbruck, Austria*

Focus Areas: Healthcare Management | Public Health | Health Literacy | Family Business

Bachelor of Arts in Management | 2018

Nagoya University of Commerce and Business (NUCB) | *Nagoya, Japan*

Focus Areas: Project Management | Innovation Management | Design Thinking

Bachelor of Business Administration | 2018

ICN Business School | *Study locations: Nuremberg, Germany & Nancy (ARTEM Campus), France*

Focus Areas: Project Management | Marketing | Luxury Fashion Management

LANGUAGES & SOFTWARE

Languages: German (Native) | English (Professional Working Proficiency) | Spanish (Intermediate) | Japanese (Beginner)

Business Software: Microsoft Excel, Word, PowerPoint, Keynote

Creative Software: Adobe Photoshop, InDesign, XD, After Effects, Lightroom

ADDITIONAL INFORMATION

Location: Bremen, Germany | Mobility: Willing to relocate within Germany; open to hybrid and remote roles