

CURRICULUM VITAE

HESTER APPOYER



Connect. Communicate. Collaborate

My work flows between **keynotes**, **executive coaching** and **corporate training**. I support individuals and teams in their personal and professional advancement because I have:

- **international working** and **training experience** (South Africa, South East Asia, Austria and Central Eastern Europe)
- **intercultural communication expertise** – experiencing “both sides” of living and working at home and in foreign countries
- a successful track record as **speaker**, **conflict mediator**, **coach**, **trainer/facilitator**, **translator** and in **marketing and sales** in the finance, construction, public, pharmaceutical, cosmetic and tertiary education sectors

Personal Details

Surname	Appoyer
First Name	Hester Lucia
Nationality	South African with permanent residency in Austria;
Contact Number	+43 664 486 1405 / +91 84118 99775
Email	hester@salt-pro.com
Area of Residence	Currently living in Goa, India
Languages	English (Native Speaker); German (Fluent 2 nd lang.); Afrikaans
Social Media	linked in / facebook
Skype	SALT – Skills and Language Training

Employment Overview

Period	2002 to date
Self-Employed	SALT – Skills and Language Training, Vienna Austria
Profile	Director –Business Trainer and Executive Coach
Focus	Connect. Communicate. Co-create. <ul style="list-style-type: none">▪ Keynote Speaker, Coach, Trainer, Facilitator and Mediator on all topics related to intercultural business.▪ Cross-cultural Communication & Collaboration Craftsperson▪ Leadership Coaching▪ Neuroscience▪ Pitch, Presentation and Voice Strategist▪ Translator (German to English) & Proofreader▪ Business English – 2nd language proficiency coaching for business purposes

Projects	<ul style="list-style-type: none">▪ Currently writing a book on cross-cultural communication▪ PR and liaison with key contacts in HR and Training Departments▪ Defining, designing and implementing of bespoke in-company training programs and curricula;▪ Budget, audit, group coordination and administrative support for HR and Training Departments.▪ Management of Trainer Pool▪ Collaboration with British Council, Vienna for Cambridge Examinations▪ Ongoing personal development and learning
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My clients (and references) include:

- **STRABAG** – International Construction Company (Germany, Austria, Sweden, Norway, Russia, Ukraine, Serbia, Czech Republic, Hungary and Bratislava, UAE, Libya, Egypt);
- **BAWAG PSK AG** (Cerberus Capital Management and Golden Tree Asset Management LP) with its independent direct bank subsidiary Easybank;
- **JAF** Group International Services Ltd;
- **STARKRAFT AG** International Pulp and Paper;
- **The Austrian National Bank** (Österreichische National Bank),

- **The Erste Bank Holding Group** with subsidiary **s-Bausparkasse**;
- **The Austrian Chamber of Commerce** (WKÖ);
- **ABA** – The Austrian Business Agency;
- **Assicurazioni Generali Holding** (Austria, Romania, Croatia and Hungary);
- **Europäische Reiseversicherung AG** (EU Travel Insurance);
- **ASFINAG** – Austrian Roads and Traffic Networks;
- **MARS** Austria;
- **VETMEDUNI** – the Veterinary University of Vienna.

Qualifications / Education

Period	2013 - 2014
Institution	Trilog KG
Qualification	Fit for Management
Period	2009 - 2011
Institution	NLP Akademie, Vienna, Austria
Qualification	Certified INLPTA Trainer
Period	2005 - 2008
Institution	Wiener Lebensberater Akademie and WiLAK, Austria
Qualification	Diploma Social and Life Counseling
Period	2005 - 2006
Institution	Akademie Systemisches und Organisationsberatung / ASO
Qualification	Certified Systemic and Organizational Coach
Period	2003
Institution	London Chamber of Commerce, UK
Qualification	Certified LCCI Arels TEB (Teacher English for Business)
Period	2002
Institution	CELTA – BFI Vienna, Austria
Qualification	Cambridge Certified English Language Teaching to Adults
Period	1995 - 1996
Institution	Damelin College, South Africa
Qualification	Diploma Marketing Management
Period	1994
Institution	MAST – Rosebank South Africa
Qualification	Certificate Management and Sales Training
Period	1980 - 1982
Institution	Natal Technikon, South Africa
Qualification	Diploma Beauty Therapy and Cosmetology

Partners

Period	2012 to date
Company	Schule des Sprechens, Vienna
Position	Presentation and Voice Coach
Function	<ul style="list-style-type: none">▪ Communication profiling and voice coach▪ Rhetoric / Argumentation / Negotiation▪ Presentation, Public Speaking, Personal Mastery▪ Business English – 2nd language proficiency trainer
Period	2009 to date
Company	Aperian Global – Global Learning
Position	Country Specialist – Austria and South Africa
Function	<ul style="list-style-type: none">▪ Intercultural communication consultant for European professionals relocating to South Africa
Period	2009 to date
Company	KMU Akademie and Management AG -
Position	Lecturer Intercultural Awareness and Communication
Function	<ul style="list-style-type: none">▪ MBA students – Intercultural Diversity & Inclusion▪ Job in Motion – Business English for Professionals▪ Virtual classroom and presence lectures
Period	2008 to date
Company	Trilog KG
Position	Trainer and Executive Consultant – International Team
Function	<ul style="list-style-type: none">▪ Corporate training, coaching and workshop facilitator▪ Leadership development / Cross-border project management▪ Intercultural communication competencies▪ Conflict resolution▪ Business competence (Marketing and Sales)▪ Negotiation skills for international business

Employment History

2000 -2002	ELS International Language Centers
FUNCTION:	Han Chiang College, Penang, Malaysia Business English trainer and cultural awareness coach for Chinese and Malaysian professionals
1998 - 2000	Experts Language Institute, Vienna
FUNCTION:	Business English trainer and in-company course coordinator
1995 - 1998	Raffles Education Group, Kuala Lumpur, Malaysia
FUNCTION:	<ul style="list-style-type: none">▪ HOD for the School of Business and Marketing – audit, administration, marketing and PR▪ Design and implementation of Marketing Management and Business English curricula▪ Career orientation counseling▪ Cultural diversity workshops▪ Corporate imaging and business etiquette for women

1993 - 1995

FUNCTION:

Pharmacia/Upjohn (Pty) Ltd (S.A.)

Key Account Manager – Sales, Marketing and Training

1990 - 1993

FUNCTION:

Hoechst/Roussel Laboratories (Pty) Ltd (S.A.)

Key Account Manager – Sales, Marketing and Training with outstanding sales records

1986 - 1990

FUNCTION:

Johnson and Johnson Professional Products (S.A.)

Vistakon Division

- Key Account Manager – Sales, Marketing and Training
- Launch of disposable contact lenses
- Instrumental in positioning new product as market leader in South Africa
- "Rookie of the year" award, excellent performance and sales track record

1983 - 1986

Sales , Marketing and Training

- Yardley Cosmetics of London (Pty) Ltd – SA with outstanding sales track record
- Ellen Betrix Cosmetics (Pty) Ltd - SA

Self-employed:

- "The Beauty Spot", Durban – SA
- Terence Scott – Hair and Beauty, Durban - SA