



Lionel Ebener

M +41 (0) 79 657 57 22

lionel.ebener@upgrade.swiss

[LinkedIn](#)

I like to inspire my partners with pragmatism in finding solutions and get them moving!

My main Focus

I concentrate on agile personnel and organizational development as well as customer orientation and strategic account management.

In my trainings, I pay special attention to ensuring that new knowledge is directly implemented in the everyday life of the participants and that a lasting effect is guaranteed. In order to strengthen the positive feedback of my interventions, I apply agile methods (iterative work, involvement of stakeholders, etc.). This leads to a significantly higher and faster positive effect for my clients.

My Foundation

In 2009, I completed the Master of Science in Management at the HEC Lausanne. I gained my first experience in the

banking industry at Credit Suisse. I later moved to PricewaterhouseCoopers AG where I was able to audit financial reports of international corporations and SMEs. In 2013, I joined the seminar provider ZfU Zentrum für Unternehmungsführung AG as a program manager and specialist for the development of new training products and their marketing. I was responsible for and developed three academies there. At the same time I founded two start-ups in the catering and communication/marketing sector, companies which are still active today. In 2017 I founded Ebener & Partners GmbH, where I support companies in the development and professionalization of key account management and sales. I strengthened the Upgrade Team from 2018 with a focus on agility and key account management. I am Certified SAFe for Scrum-Master and since 2019 I work with different "University of Applied Sciences" in Switzerland where I am co-responsible for research projects regarding Robotic Process Automation and Agility.