

Christopher H. Zaby

Doctoral candidate

Catholic University of Eichstätt-Ingolstadt
Ingolstadt School of Management
Department of Business Information Systems
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Professional

- Since 1999 **IDS Scheer Consulting GmbH, Saarbrücken, Germany**
Senior Consultant for the utility industry, specialized in customer service processes and SAP
Worked on more than two dozen consulting projects.
- 1992 **Bauer Equipment (Far East) Pte. Ltd., Singapore**
Internship
- 1992 **Bauer Technologies Taiwan Limited, Taipei, Taiwan**
Internship

Education

- Since 2008 **Catholic University of Eichstätt-Ingolstadt, Ingolstadt School of Management**
Doctoral candidate
Dissertation topic: “Intelligent Business Processes in Feedback Management”
- 1992 – 1998 **Catholic University of Eichstätt-Ingolstadt, Ingolstadt School of Management**
Graduation as Diplom-Kaufmann (equivalent to Master of Business Administration)
- 1997 **Utah State University**
Graduate exchange student of Business Administration

Teaching

- 2009 – 2012 **Catholic University of Eichstätt-Ingolstadt, Ingolstadt School of Management**
Visiting lecturer: “Development of Business Information Systems: ARIS Toolset”

Interests

- Customer relationship management (CRM)
- Business process management (BPM), ARIS
- ERP software (SAP IS-U, CRM, Business Workflow)