



CLAUDIA SCHMUCKLI

CAS in Digital Office Management
Certified Executive Assistant
HR Assistant (HRSE Certification)

PROFESSIONAL SUMMARY

I am a proactive and versatile Executive Assistant with a passion for organisation, efficiency, and digital solutions. With over ten years' experience supporting senior leadership, I combine structure with agility and bring fresh energy to projects and processes through my CAS in Digital Office Management and IPMA certification. I think holistically, act with foresight, and actively shape the workplace of tomorrow — reliable, empathetic, and always one step ahead.

CONTACT



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Date of Birth: 28/09/1970

Nationality: Swiss

PROFESSIONAL EXPERIENCE

Executive Assistant | RUAG AG, Emmen

05/2023 – Today (Reason: Change of supervisor)

- Organizational and administrative support and assistance for the Senior Vice President of the Technology & Services Business Area
- Collaboration on various projects (e.g., SAP implementation)
- Organization of meetings and events (for up to 350 employees)
- Accounting for invoices, workflow processing in SAP

Management Assistant | Bucherer AG, Luzern

06/2021 – 04/2023 | 1 year, 11 months (Reason: Change of supervisor)

- Preparation, participation, and follow-up of meetings
- Support and assistance to Chief Bucherer Brands
- Hub function for internal and external stakeholders
- Travel bookings, account assignment of invoices

Management Assistant | Swisshaus AG, St. Gallen/Lenzburg

03/2017 – 05/2021 | 4 years, 3 months (Reason: Change of supervisor)

- Independent management of the Executive Board Secretariat and support for the Executive Board in operational and planning tasks
- Preparation and follow-up of Board of Directors, Executive Board, and management meetings
- Collaboration on projects on behalf of the Managing Director, organization of fleet management, support for legal matters and internal communication
- Editorial management of the company newsletter "Swisshaus Flash"
- Deputy Head of Human Resources

Management Assistant | Sika Automotive AG, Romanshorn

03/2016 – 02/2017 | 1 year (Reason: Change of supervisor)

- Project management of company events, international travel organization
- Invoice control and account assignment, credit card statements
- Point of contact/information hub for the area

Secretary & Assistant General Management | Micronel AG, Tagelswangen

03/2015 – 02/2016 | 1 year (Reason: Job responsibilities, supervisor)

- Assistance with strategy development documentation
- Personnel administration, including payroll accounting
- Organization of business trips, company and customer events

Executive Assistant | swisswindows AG, Müllheim

03/2013 – 03/2015 | 2 years, 1 month (Reason: Mass layoff)

- Administrative and organizational support for CEO and management
- Responsible for Internet and intranet

Sole Secretary | vacca star/agrobio schönholzer ag/CH Trans AG, Neukirch

10/2008 – 02/2013 | 4 years, 5 months

- Responsible for BIO Suisse inspections, IT installation/maintenance and website, customer consulting (German/French/English/Italian), orders and invoicing
- Additional tasks: building applications, hiring foreign employees, founding transport company CH Trans AG, responsible for invoicing, logistics, and personnel administration for transport company

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CORE COMPETENCIES

- Administrative and organizational focal point
- Event management
- Stakeholder management
- Accounting and invoice processing
- Written and verbal communication in German, English, and French
- HR administration and payroll management
- Contribution to strategic projects

SOFT SKILLS

- Performance even under high pressure
- Target group-appropriate communication
- Digital affinity
- High willingness to learn & curiosity
- Needs-based use of tools for administration/organisation

LANGUAGES

- German: Native, C2
- English: Business fluent, C1
- French: Proficient, B2
- Italian: Basic knowledge, A1

IT SKILLS

- Microsoft Office Suite (Outlook, Word, PowerPoint, Excel, Teams, OneNote, etc.)
- Photoshop, InDesign, Corel Draw
- Wordpress
- SAP, Fiori
- Confluence/Jira

Freelancer Graphic-Pool | Arthur D. Little, Thalwil

03/2000 – 06/2002 | 2 years, 4 months

- Creation of sophisticated presentations

Self-Employed | Schmuckli Compugrafix/ Maternity

02/1999 – 05/2013 | 14 years, 4 months

- Family manager
- Creation of websites for private individuals, companies, and associations
- Further training (web publisher) SiZ/Kauffrau EFZ/Berufsmaturität)

Secretary to the Head of Major Clients Division | Swisscom, Zürich

12/1997 – 01/1999 | 1 year, 2 months

- Personal support for the Head of Sales Named Accounts
- Creation of sophisticated presentations, personnel administration

Telephone Operator PTT | Staff/Head of Technical Assistance | Administrative Officer Customer Care & Support | Telecom PTT

12/1990 – 11/1997 | 7 years

- Managing technical assistance with two employees and the accounting and budgeting for the division, creating documentation and user templates

EDUCATION & CERTIFICATIONS

2025 – 2025	Project Management IPMA Level D ConPlus Guntern + Partner, Zollikofen
2024 – 2025	CAS – Digital Office Management Kalaidos University of Applied Sciences, Zurich
2022 – 2023	English C1 Advanced THE CAMBRIDGE INSTITUTE, Zurich
2018 – 2018	Human Resources Assistant with HRSE Certificate HKV Aarau
2014 – 2015	Executive Assistant with Swiss Federal Certificate Academy St. Gallen
2007 – 2008	Vocational baccalaureate in commerce BZWW in Weinfelden
2005 – 2007	Training as a commercial clerk, profile E BZWW in Weinfelden
2000 – 2002	Web publisher SiZ BVS St. Gallen
1992	3-month language trip to the USA
1987 – 1988	Apprenticeship as a telephone operator at PTT, Telecommunications Directorate in St. Gallen
1986 – 1987	Housekeeping apprenticeship in Lausanne (French)

VOLUNTEER ENGAGEMENT

2022 – Present	Revisor of STWEG Lindenberg
2011 – 2012	Minute-taker for the 7th Swiss Youth Championship
2005 – 2008	Youth gymnastics leader, STV Neukirch an der Thur
2005 – 2008	Author of press releases for the Youth Department, STV Neukirch
2003 – 2005	Treasurer & Website for Buhwil Forest Playgroup