



Product Developer

Mike Kotsch



Bike24

Order Management



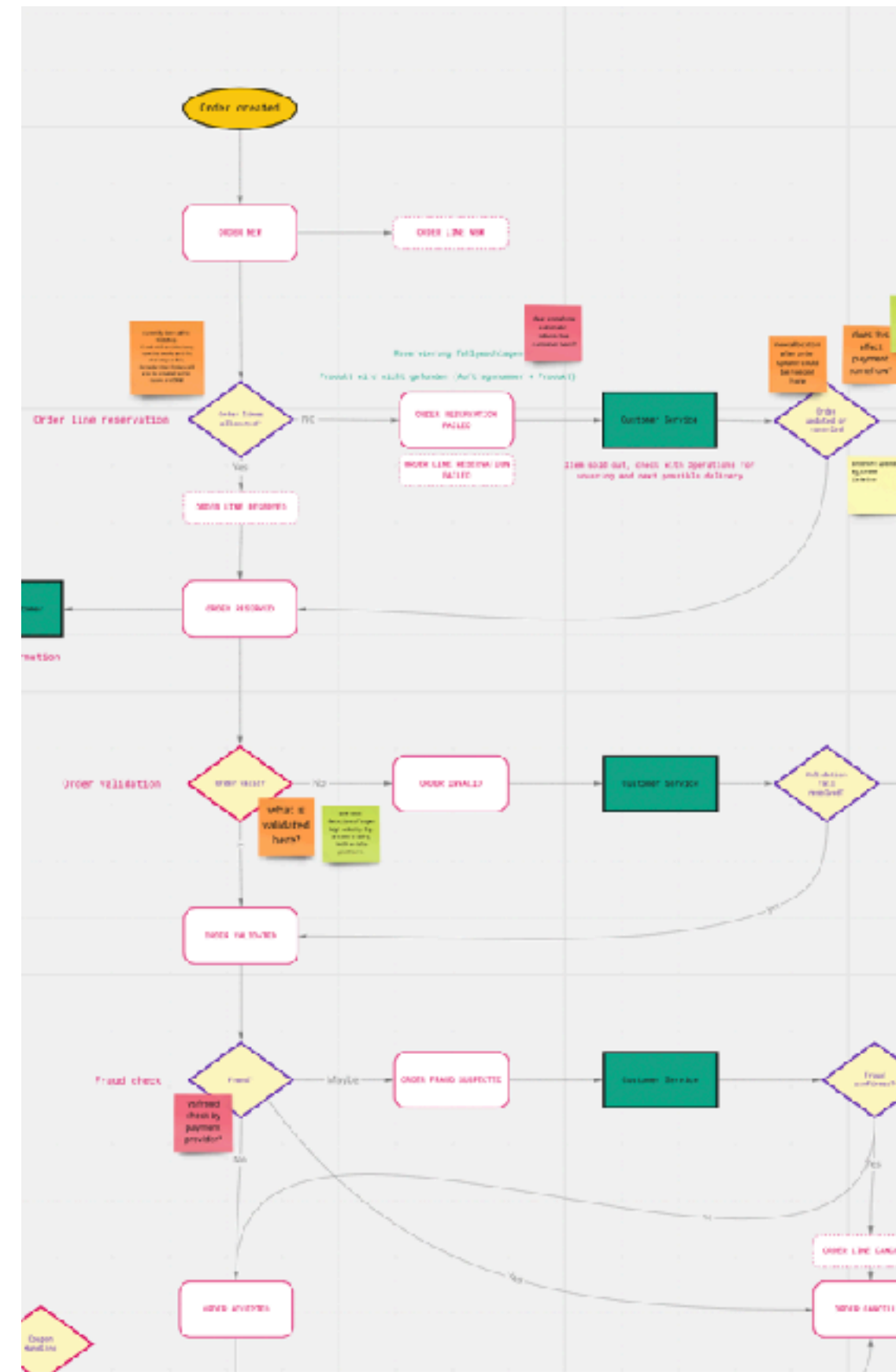
UX Lead from Jun – Apr 2022

Bike24 is the leading online supplier for bicycle & outdoor enthusiasts that just went public in 2021. To expand their capabilities the delivery infrastructure needed revamping to ensure further growth—spearheaded by the development of the European market through additional warehouses in Spain. Ensuring the operational excellence, I was brought in to ease the transition from one to multiple delivery hubs organising in-house processes for customer service, operations and finance teams.

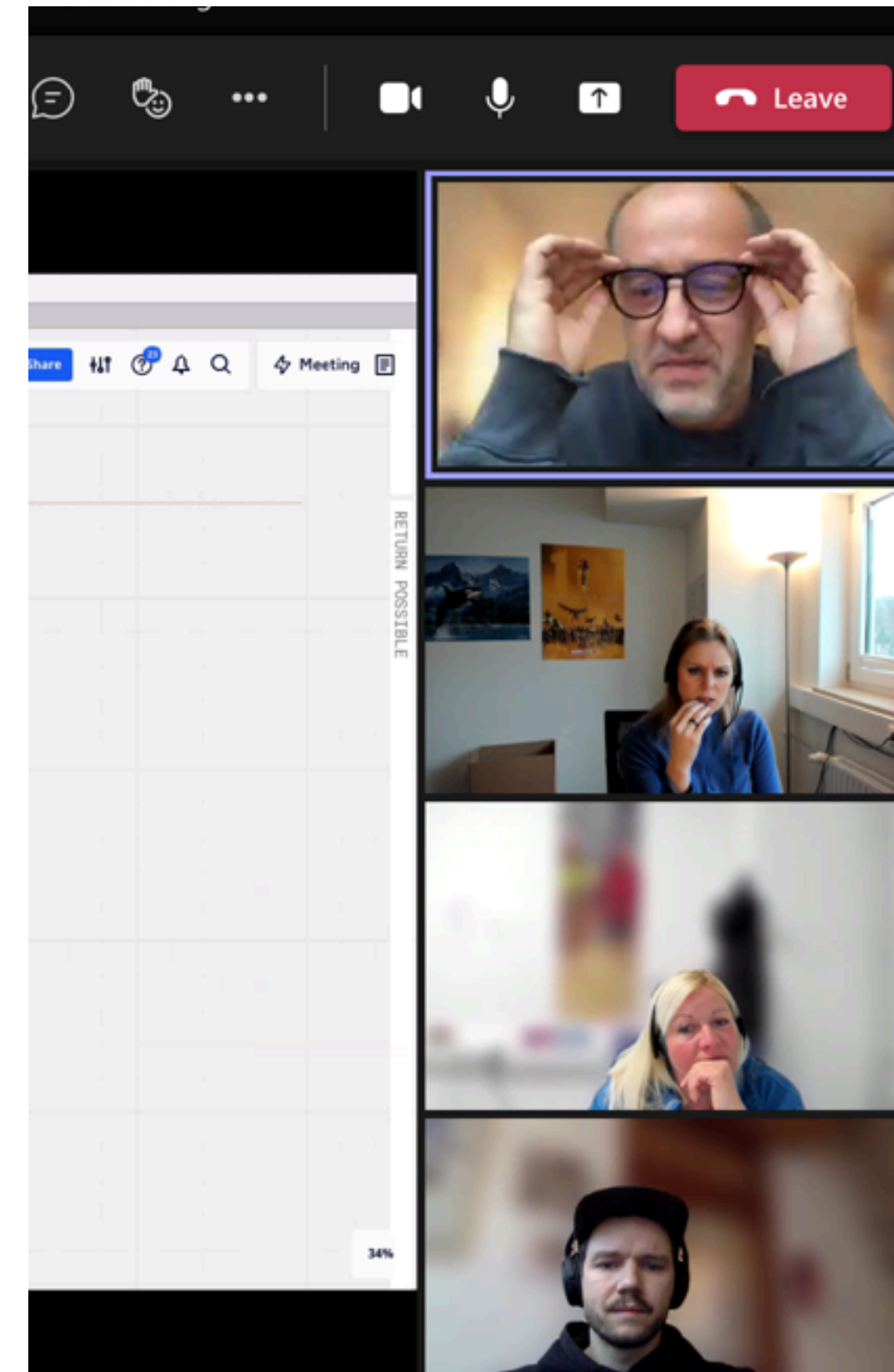
Reporting to the CMO, I helped build understanding for current processes, identifying potential improvements and shaping better ways of dealing with orders all over the world—from initial order creation, to fulfilment and return handling.



Order Process Research



Process Flow Mapping



Stakeholder interviews

Raw - closed successful	1,26	sieh
Raw::Bekleidung - closed successful	1,09	meß
Raw::BestellÄnderung - closed successful	31,03	solit
Raw::Fahrradberatung - closed successful	2,38	Bera
Raw::Falsch-Fehllieferung - closed successful	4,82	
Raw::Feedback - closed successful	1,91	
Raw::Finanzierung - closed successful	0,5	volls
Raw::Lieferung-VerfÄgbarkeiten - closed successful	6,16	solit
Raw::Preisfragen - closed successful	1,22	
Raw::Preisgarantie - closed successful	2,77	volls
Raw::Rekla-Status - closed successful	0,1	
Raw::Reklamationen - closed successful	0,02	
Raw::Reklamationen::Bekleidung - closed successful	1,58	
Raw::Reklamationen::Rekla-Meeting - closed successful	0,65	
Raw::Reklamationen::Technik - closed successful	2,56	
Raw::Statusanfragen - closed successful	21,6	solit
Raw::Technik - closed successful	6,85	meß
Raw::Widerruf-Umtausch - closed successful	7,07	
Spanisch - closed successful	1,97	
interne-Service-Mails - closed successful	4,46	Payr
alle OTRS-Kategorien		neu
Sonderaufgaben im Service		
Ordermonitoring		Kont
Teillieferung		mar
Aufgabe Verschieben		mar
Leasing		volls
Allgemeines		

Data Analysis



BIKE24

Bestellungen

Übersicht

Geschenkgutscheine

Buchhaltung

Offene Forderungen

Überzahlungen

Kundenkonto

Übersicht

Produktverwaltung

Produktpflege

Warenwirtschaft

Bestellnummer

E-Mail Adresse oder Name

Postleitzahl oder Ort

ERWEITERTE SUCHE

SUCHEN

ZURÜCKSETZEN

Filter: Bestellstatus Bezahlmethode Bestelldatum Land

ERGEBNISSE FILTERN

Bestellnummer	Bestellstatus	Bestelldatum	Lieferadresse	Versand	Zahlungen	Aktion
922019238411	Bestellung abgeschlossen	22.01.2022 12:36:47 Uhr	Ezequiel Dengra Röhrsdorfer Str. 1, 00815 Dresden Deutschland	<div><div></div></div>	288.888,88 € 99.999,99 € 88.888,88 € -11.111,11 €	
922019238411	Buchungsversuch fehlgeschlagen	22.01.2022 12:36:47 Uhr	Ezequiel Dengra Röhrsdorfer Str. 1, 00815 Dresden Deutschland	<div><div></div></div>	288.888,88 € 99.999,99 € 88.888,88 € -11.111,11 €	
922019238411	Bestellung mit Lieferbeschränkung	22.01.2022 12:36:47 Uhr	Ezequiel Dengra Röhrsdorfer Str. 1, 00815 Dresden Deutschland	<div><div></div></div>	288.888,88 € 99.999,99 € 88.888,88 € -11.111,11 €	
922019238411	Kontodaten noch nicht verschickt	22.01.2022 12:36:47 Uhr	Ezequiel Dengra Röhrsdorfer Str. 1, 00815 Dresden Deutschland	<div><div></div></div>	288.888,88 € 99.999,99 € 88.888,88 € -11.111,11 €	
922019238411	Artikelreservierung fehlgeschlagen	22.01.2022 12:36:47 Uhr	Ezequiel Dengra Röhrsdorfer Str. 1, 00815 Dresden Deutschland	<div><div></div></div>	288.888,88 € 99.999,99 € 88.888,88 € -11.111,11 €	
922019238411	Bestellung abgeschlossen	22.01.2022 12:36:47 Uhr	Ezequiel Dengra Röhrsdorfer Str. 1, 00815 Dresden Deutschland	<div><div></div></div>	288.888,88 € 99.999,99 € 88.888,88 € -11.111,11 €	
922019238411	Bestellung abgeschlossen	22.01.2022 12:36:47 Uhr	Ezequiel Dengra Röhrsdorfer Str. 1, 00815 Dresden Deutschland	<div><div></div></div>	288.888,88 € 99.999,99 € 88.888,88 € -11.111,11 €	
922019238411	Bestellung abgeschlossen	22.01.2022 12:36:47 Uhr	Ezequiel Dengra Röhrsdorfer Str. 1, 00815 Dresden Deutschland	<div><div></div></div>	288.888,88 € 99.999,99 € 88.888,88 € -11.111,11 €	

Order Overview

ZURÜCK ZUR ÜBERSICHT

Bestellung #120082185

Warten auf Zahlung

5. Januar 2022 um 14:39 Uhr

Produktinformation

Artikel	Status	Einzel	Gesamt
Mammut Broad Peak Herren Daunen Kapuzenjacke - marine/ice	Versandt	1 1 1	99.483,23 €
Salwa Denali II Zelt - cactus/grey 6311	Zugestellt	1 1 1	99.483,23 €
Speedo Digital Placement Splashback Kinder Badeanzug - black/purple	Warten auf Zahlung	1 1 0	99.483,23 €
Elite Directo XR-T Heimtrainer + Travelblock	Reservierung fehlgeschlagen	1 0 0	99.483,23 €

Zusammenfassung

Warenwert	99.999,99 €
Steuer 19 %	99.999,99 €
Steuer 7 %	99.999,99 €
Versand	0,00 €
Summe	99.999,99 €
Bezahlung	99.999,99 €
Zahlungseingang	99.999,99 €
Zahlungseingang	99.999,99 €
Rückbuchung	99.999,99 €
22.01.2022 Rückbuchung	99.999,99 €
Rückbuchung	99.999,99 €
Ausstehend	99.999,99 €

Versand

DHL Express

Sendung

Kunde

Claudio Antonio de Valle Madera

+49 151 267 150 28

mail@antonio.de

Lieferadresse

Bike24

Graf Zahl

Lieferstraße 36

01123 Dresden

Deutschland

Rechnungsadresse

Bike24

Graf Zahl

Rechnungsstraße 36

01123 Dresden

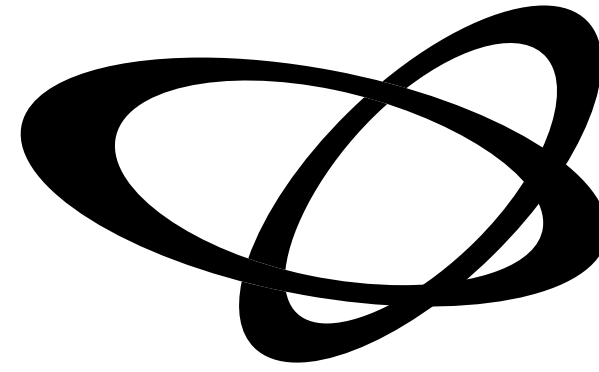
Deutschland

Order Detail View



Sonepar

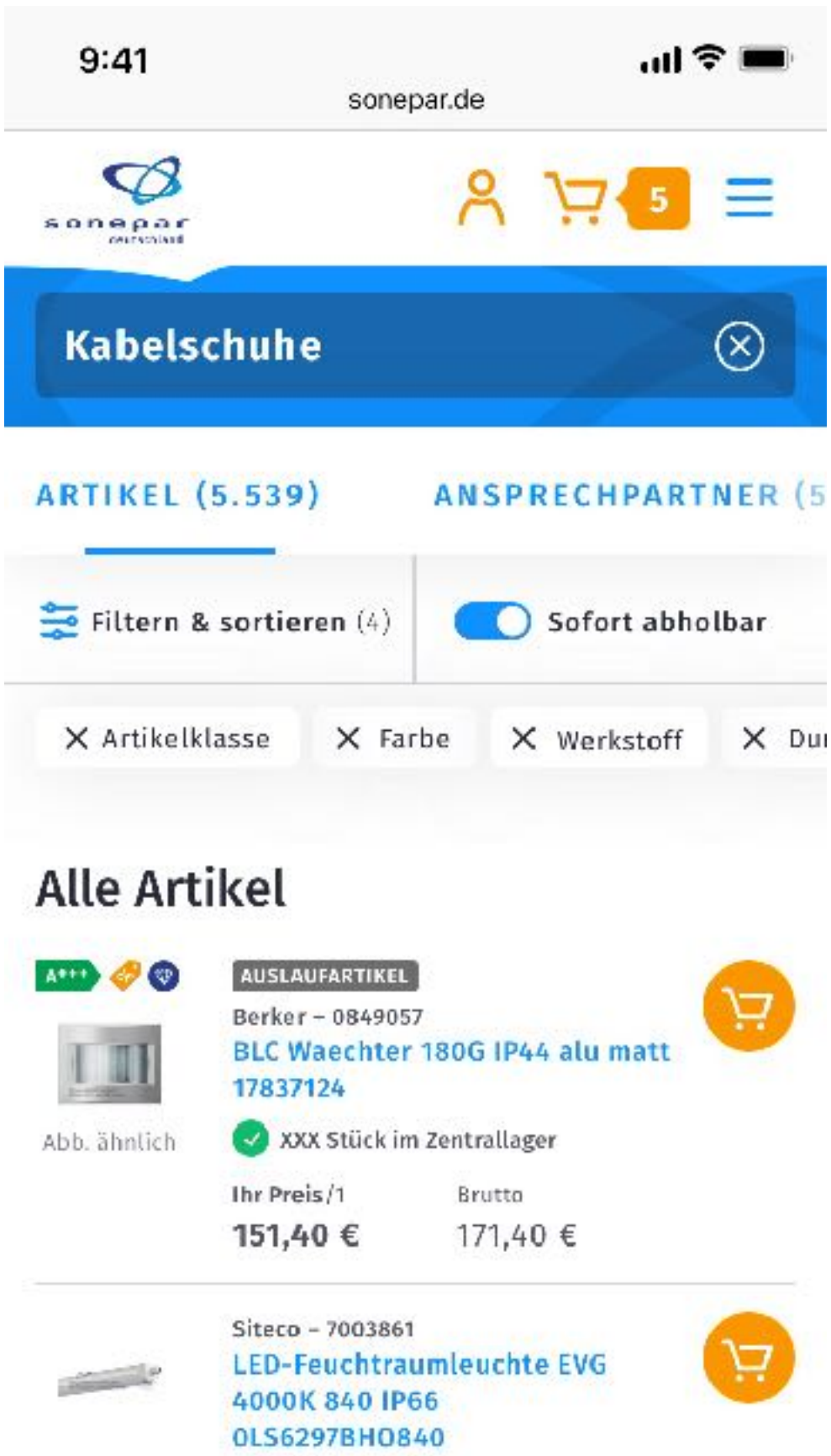
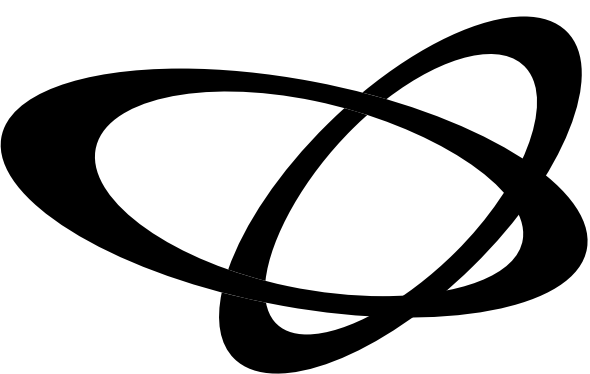
B2B Relaunch



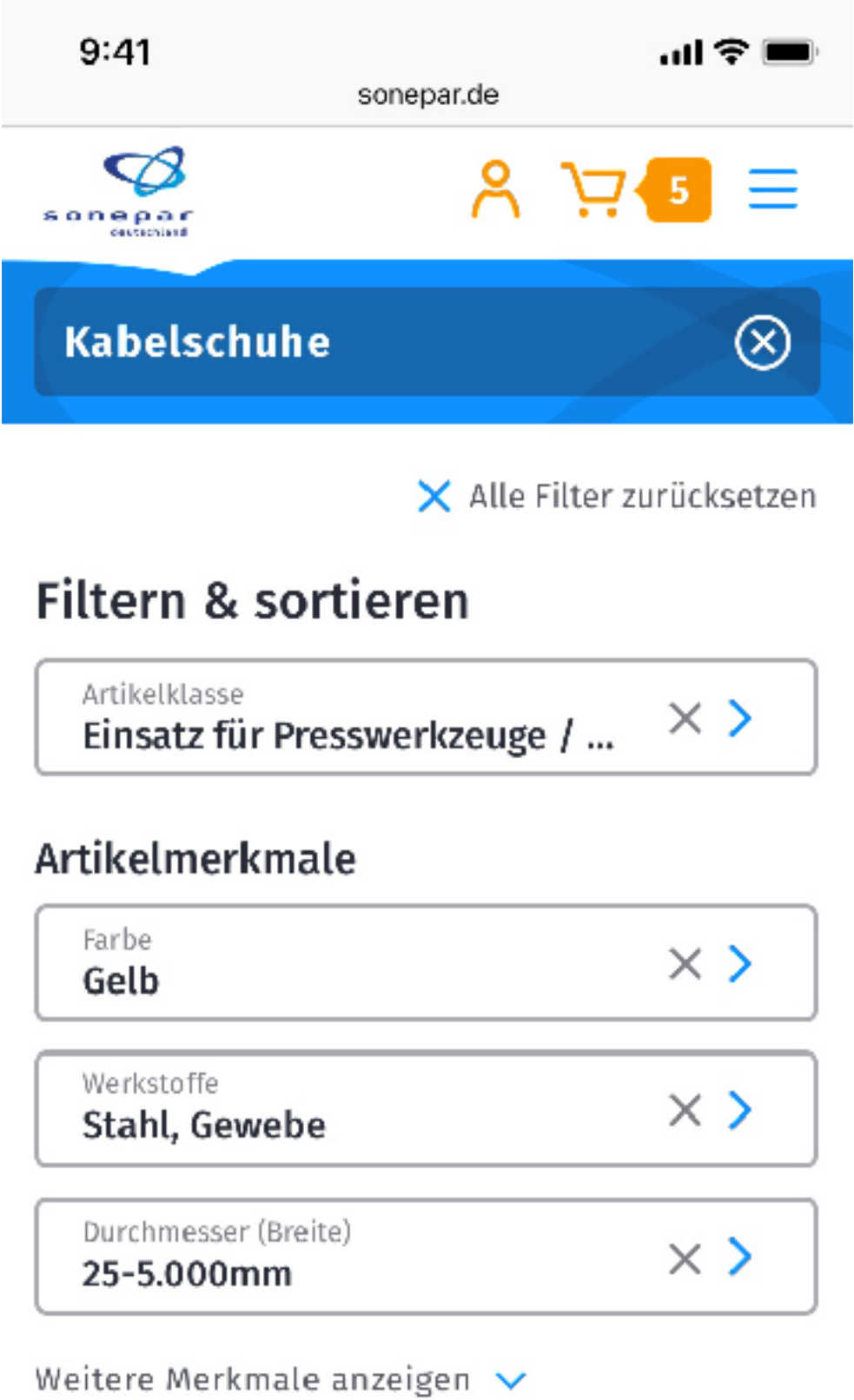
UX Designer from May – Dec 2019

Sonepar, Germany's biggest electrical wholesalers, wanted to revamp their online offering for mid- to super-sized customers in the construction and handicraft segment. With over 180.000 articles in their inventory, discovery and search mechanisms stood in the center of the new online shop.

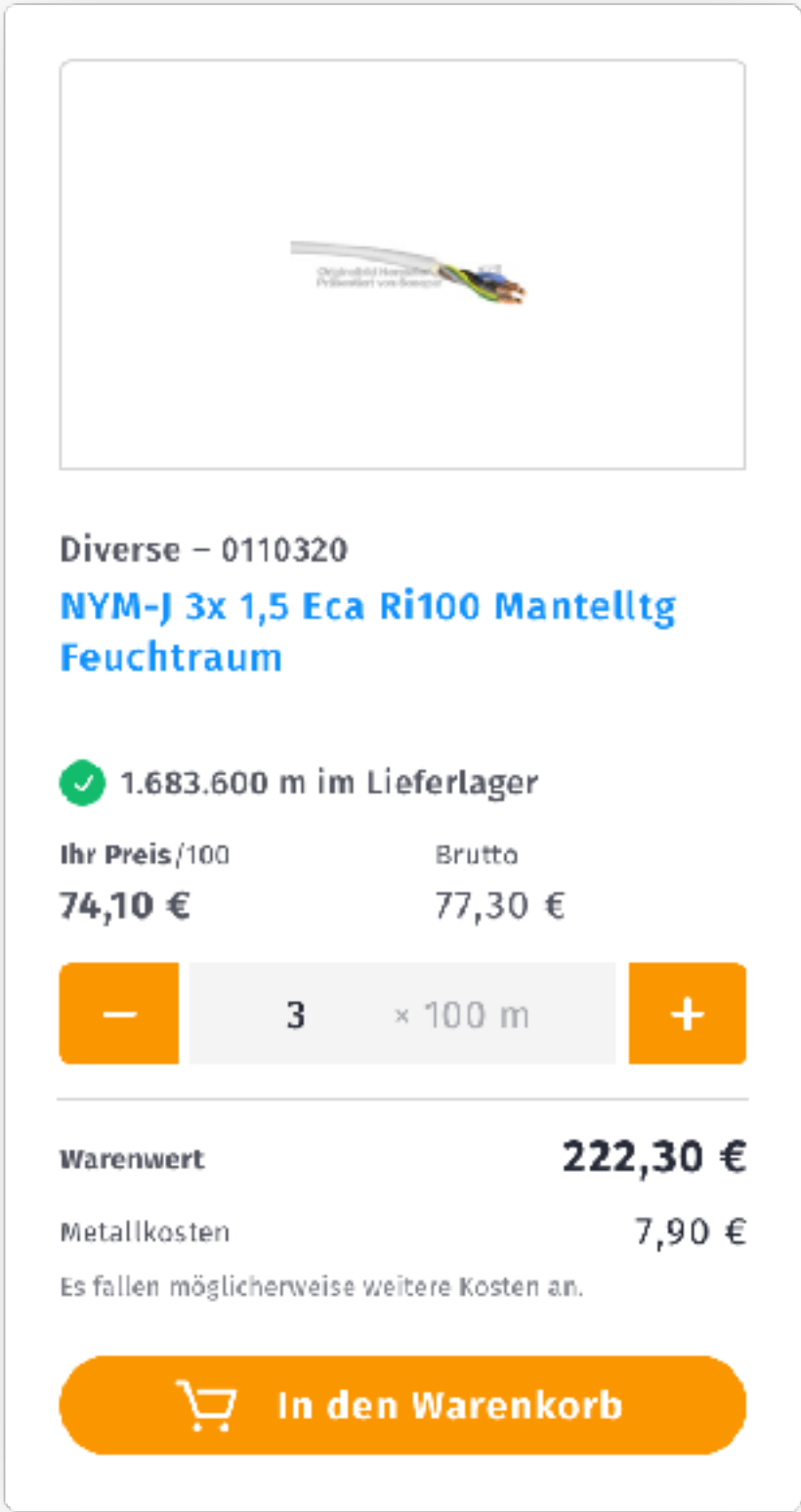
Through on-site user interviews and quantitative analysis of past searches, I helped bridge the gap between user needs and company strategy—always focusing on the specific needs for long and short term goals when choosing Sonepar as a partner. Particularly the mindset of the Sonepar management impressed me with the trust and ability for quick decision making often in the best interest of the customer is visible throughout quick prototypes and the final product.



Search Results



Filter Search Results



Custom Detail Tiles



Telekom

HotSpot

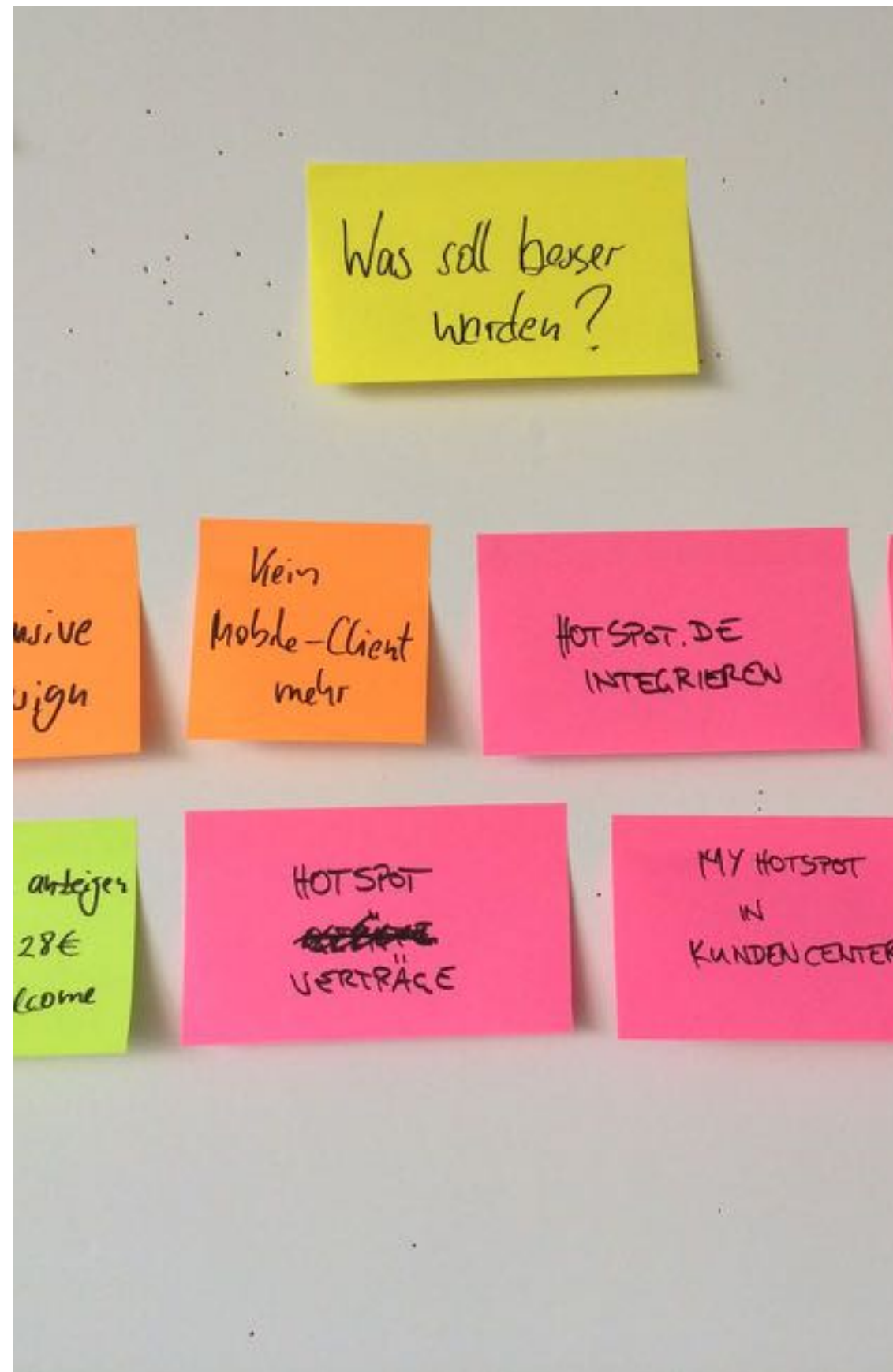


Product Designer from Apr – Aug 2018

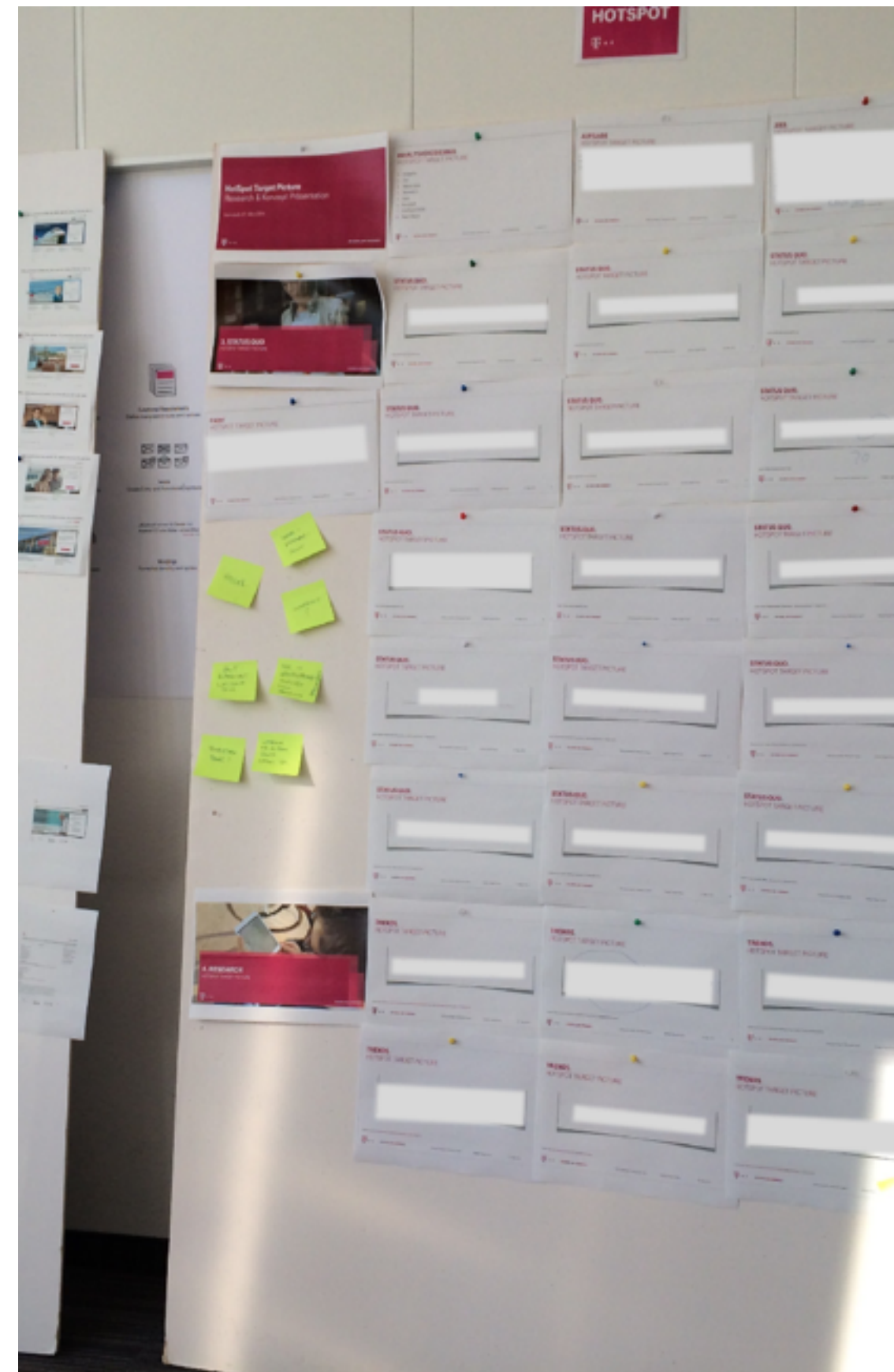
Telekom wanted to improve the HotSpot user experience, strengthening one of its most profitable business branches. Mapping out every major decision point from consideration to billing, I lead a team to improve the user experience significantly on all major touch points. With the help of extensive research—quantitative and qualitative—I built fully functioning prototypes, giving stakeholders a feeling of what a future HotSpot product could feel like.

When prototyping the mobile purchase process, the new product reduced 13 input fields into 3 single taps—making the process blazing fast and almost too easy.

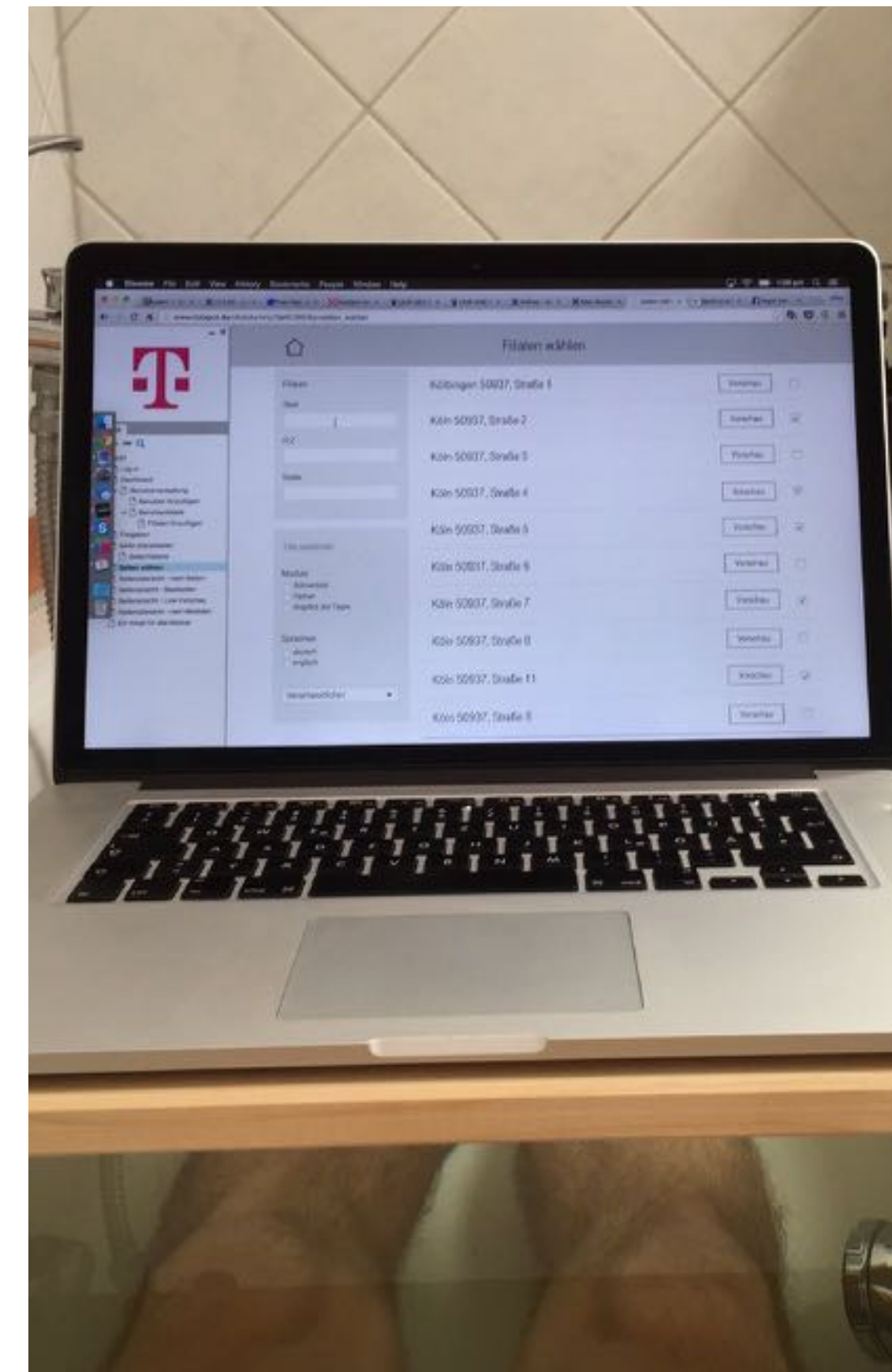
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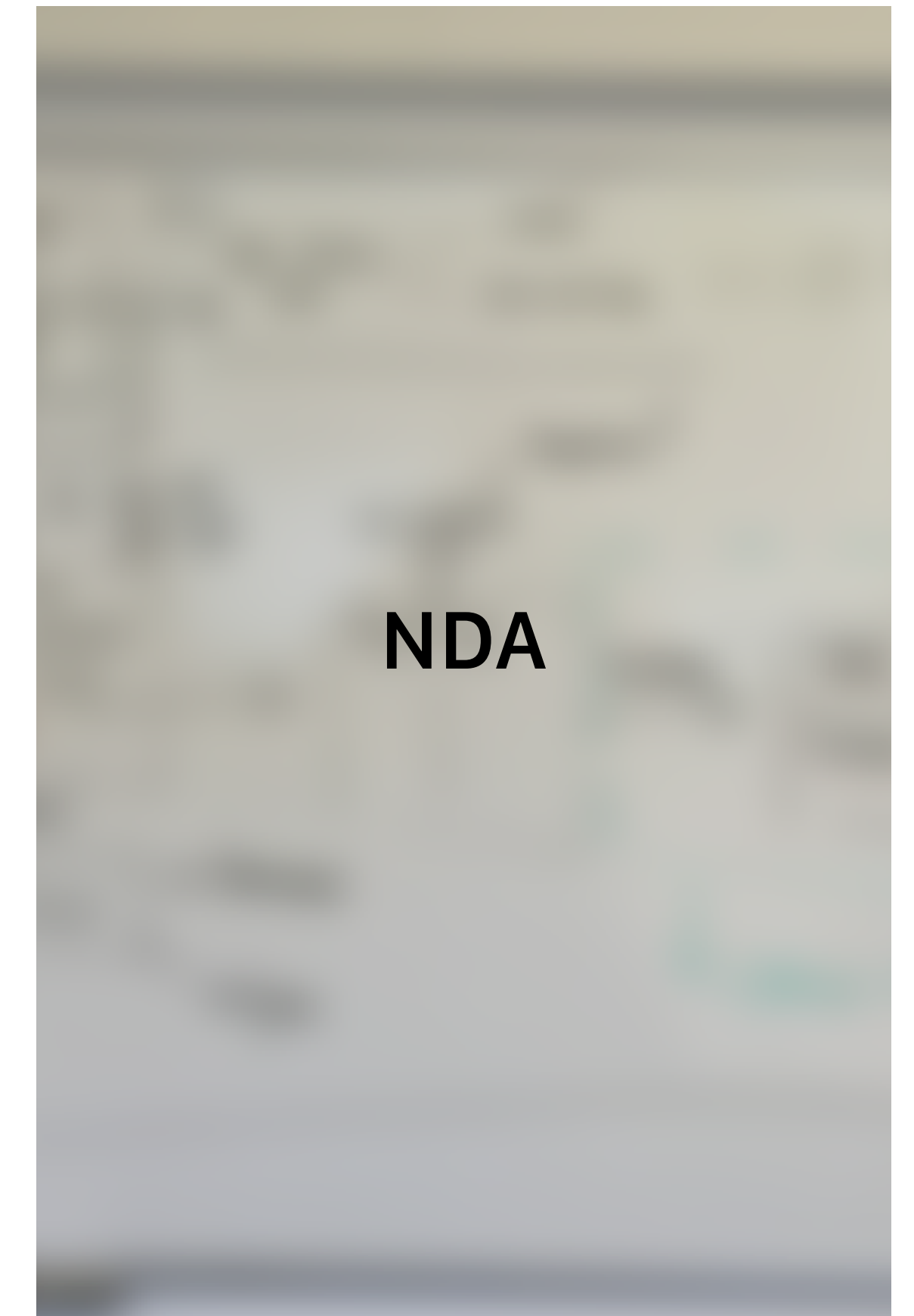
Qualitative research



Stakeholder presentation



Software prototyping



Technical concept exploration



NDA

NDA



Luerssen

Jupiter

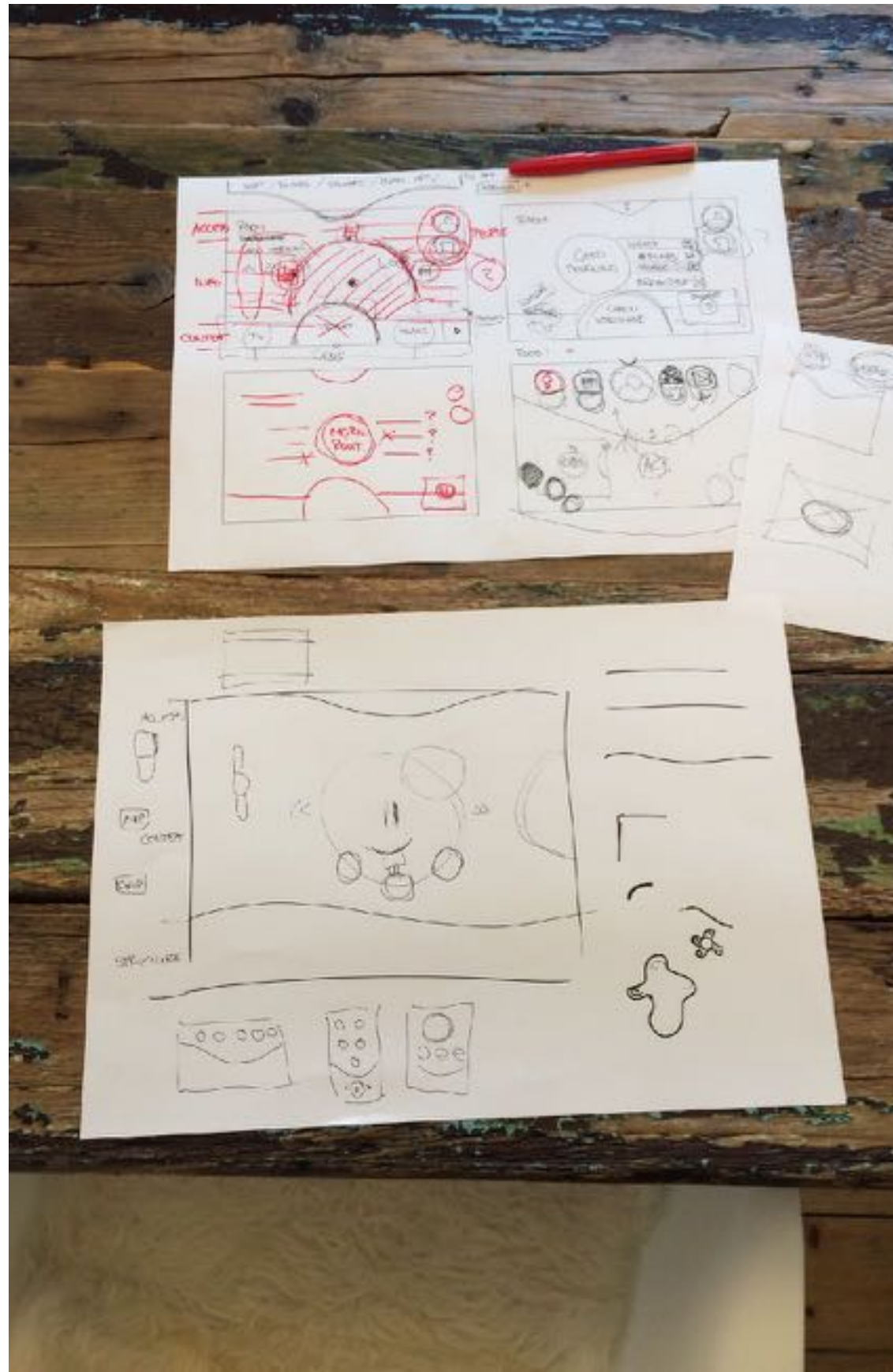


Product Designer from Jan – May 2016

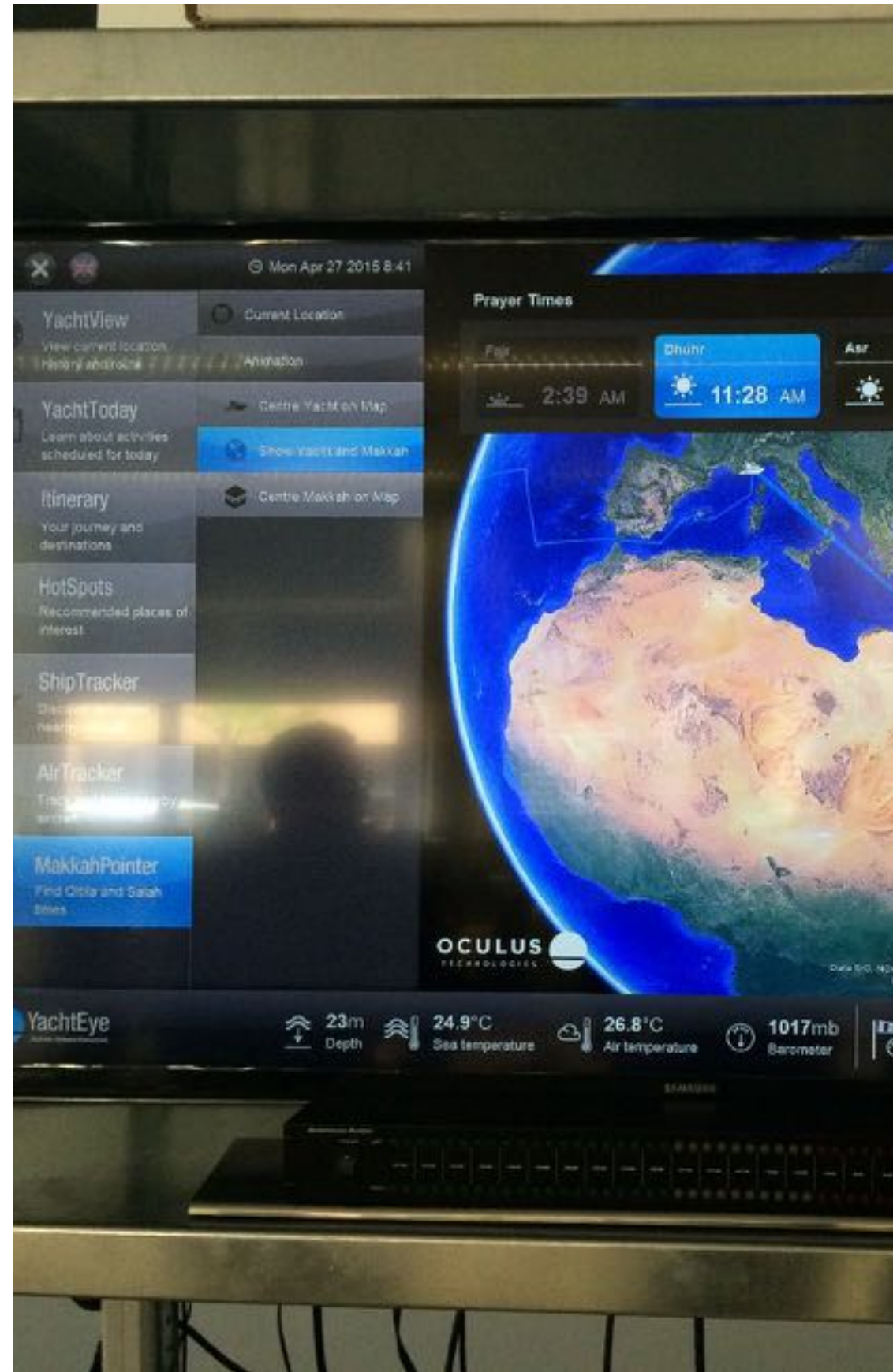
Luerssen—one of the big players in high end shipbuilding—discovered that onboard entertainment systems are the competitive differentiator for the next generation of vessels. Together with Faktor3Design, I was assigned lead UX designer for developing the first tailor-made home automation app for a yacht that let the interior shine. We made controlling lights, blinds, temperature, entertainment system and many more things a walk in the park.

Heavy testing and rapid prototyping didn't just happen on paper, we built digital and hardware prototypes to validate our ideas—developing an entire software deployment process together with Luerssen along the way.

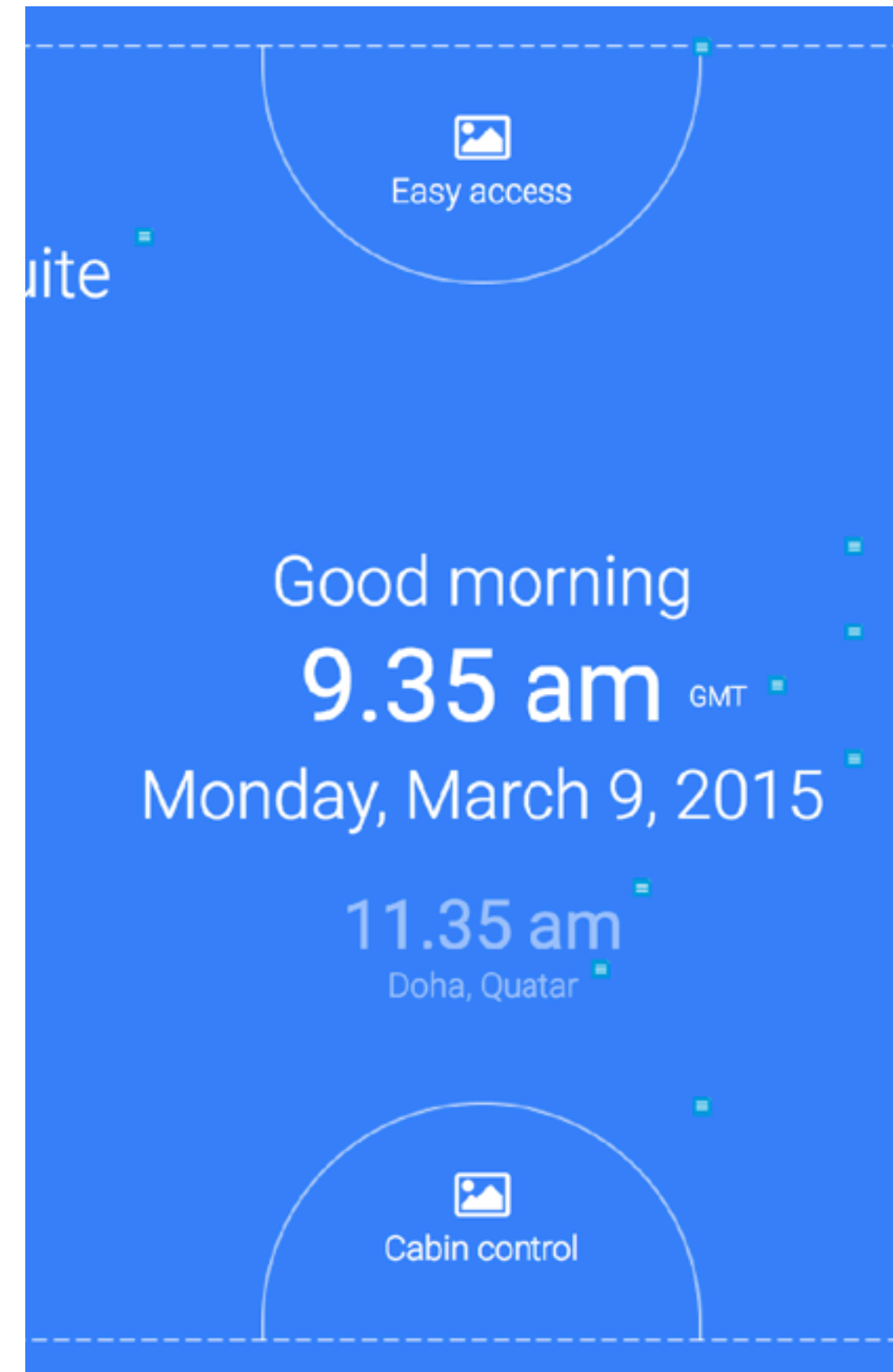
LÜRSSEN



Ideation



Competitive analysis



Software prototyping

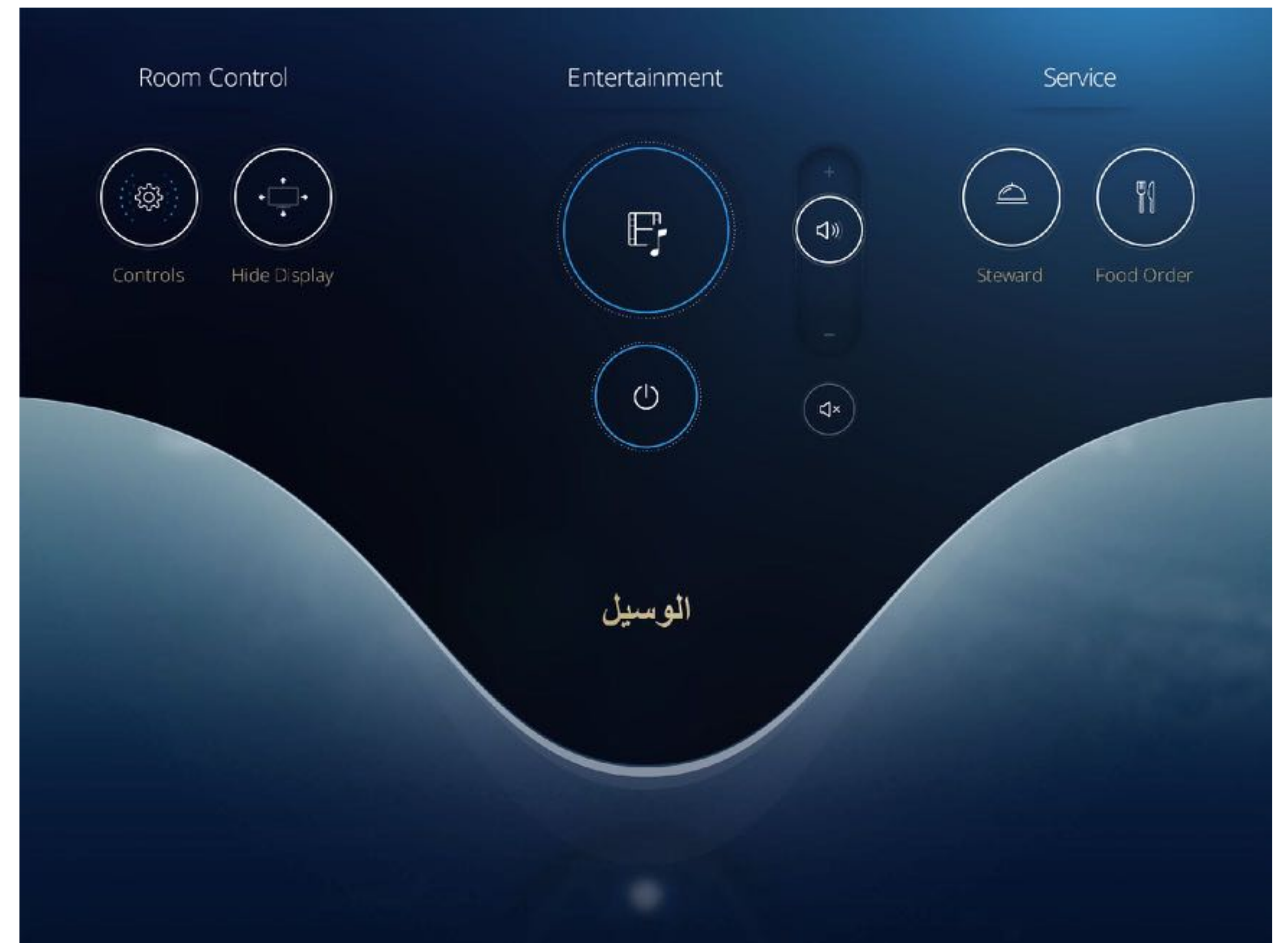


Hardware prototyping

LÜRSSEN

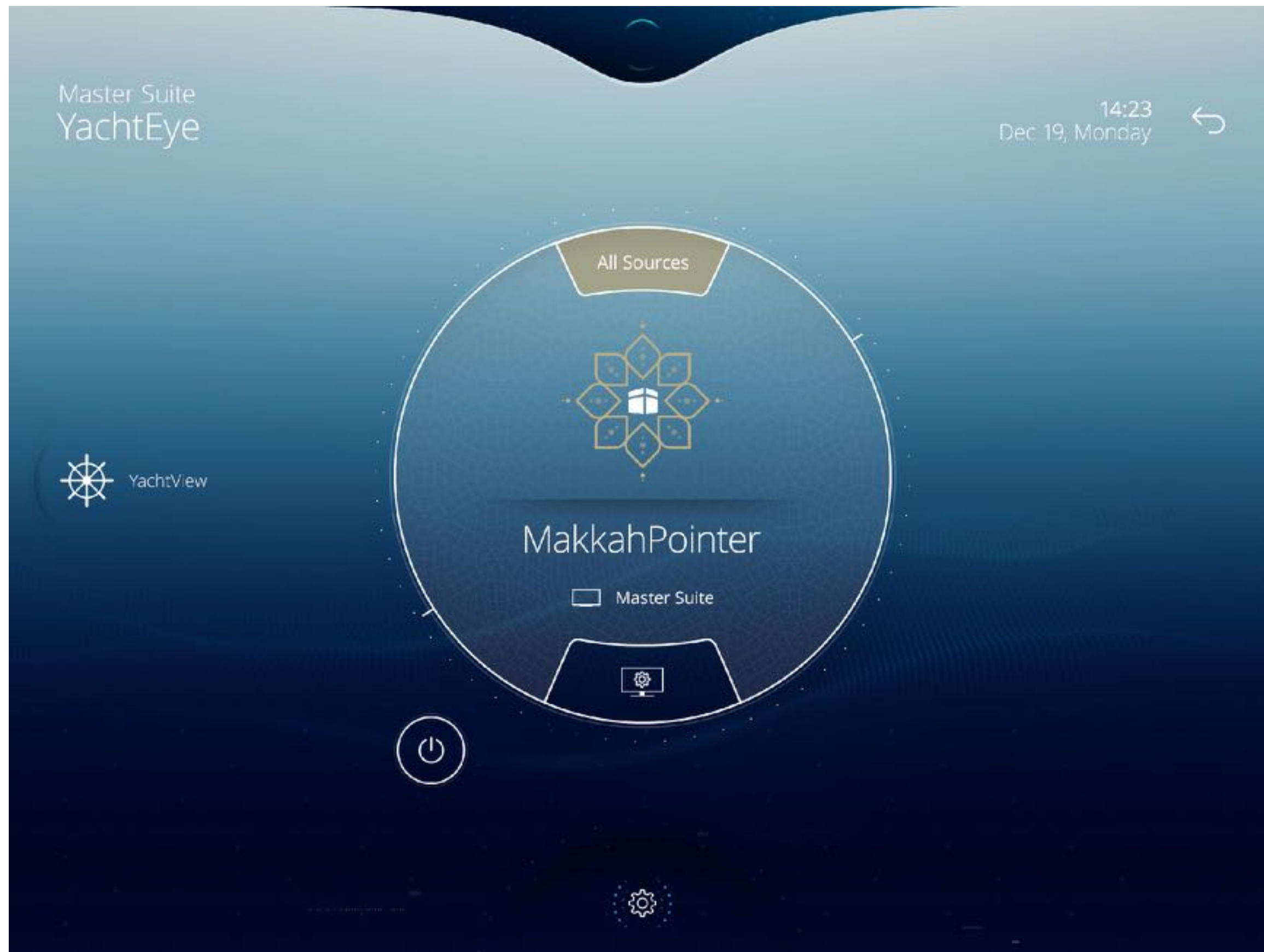


Welcome screen

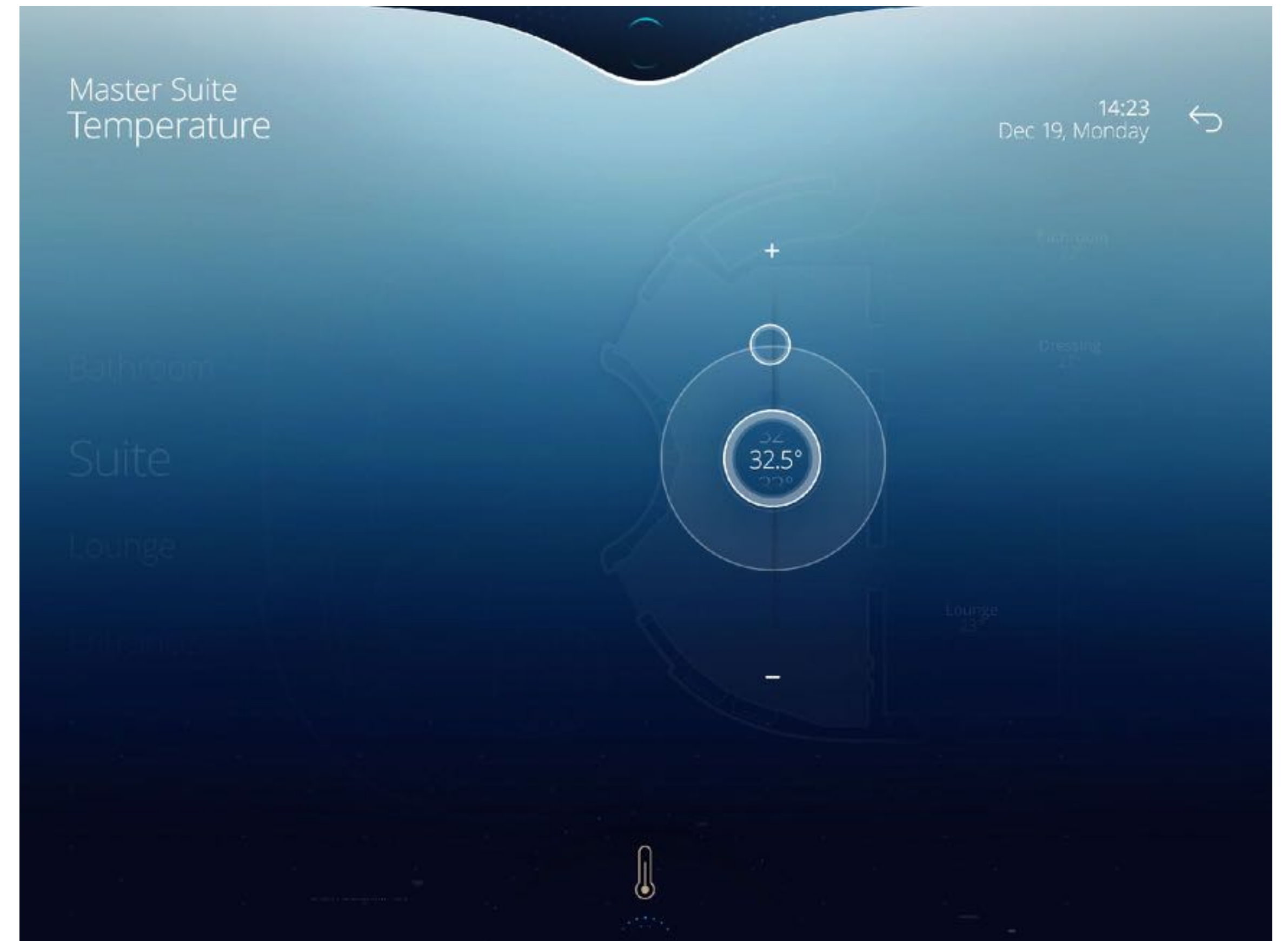


Easy access menu

LÜRSSEN

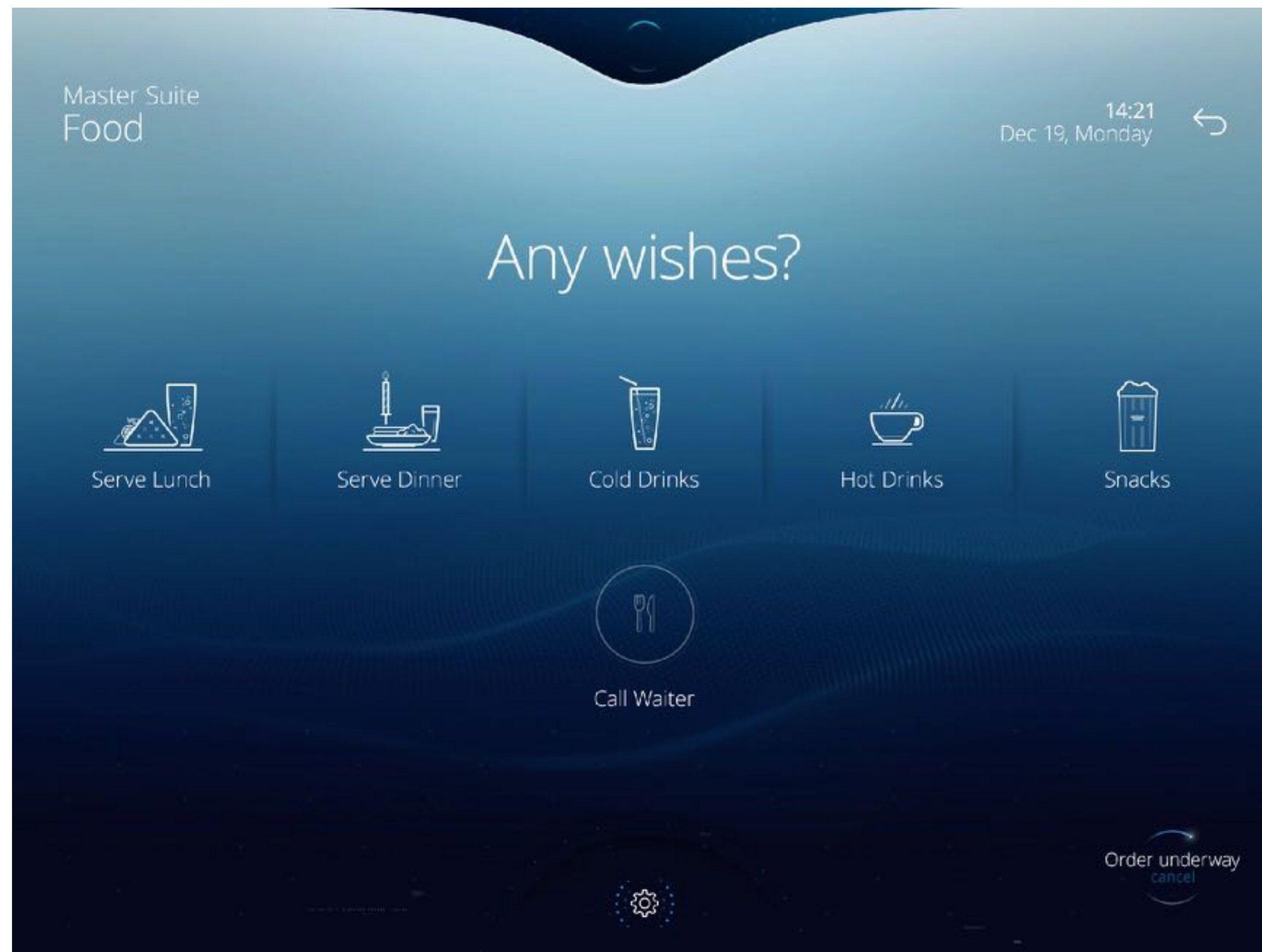


Makkah pointer application

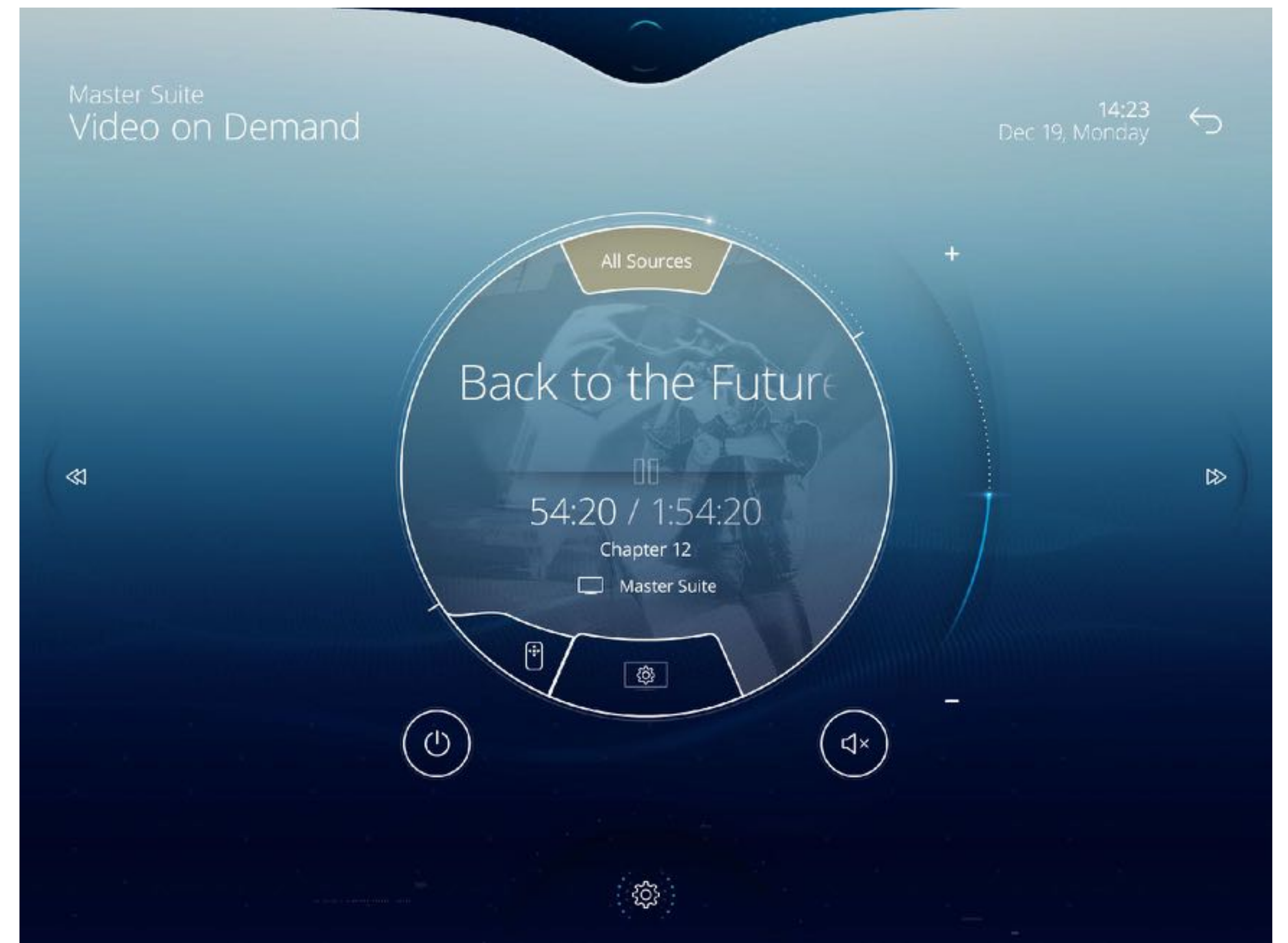


Temperature control

LÜRSSEN



Food order interface



Media widget



Bettertalk.to

Core Product



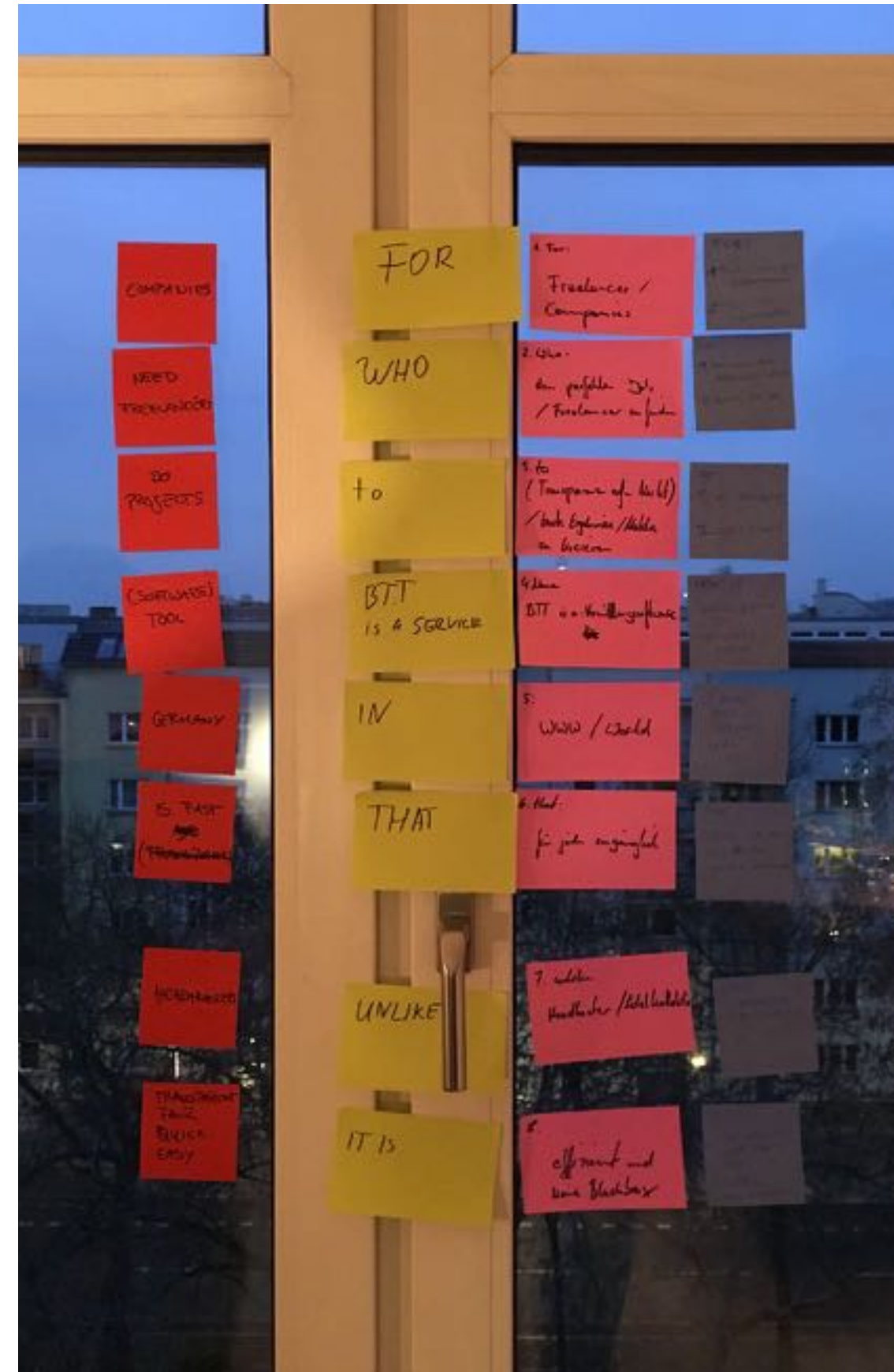
Co-Founder since Mar 2015

Bettertalk.to aims to become the freelance search engine for the digital industry. With more than 3.000 freelancers onboard, we already brokered more than 15MM in daily rates. As the UX designer and product manager, I'm in charge of product management as well as strategy oversight—ensuring the development of core features and payment integration. With the core values transparency and fairness, we declined multiple investment offers to focus sustainable growth, a healthy product and a happy user base.

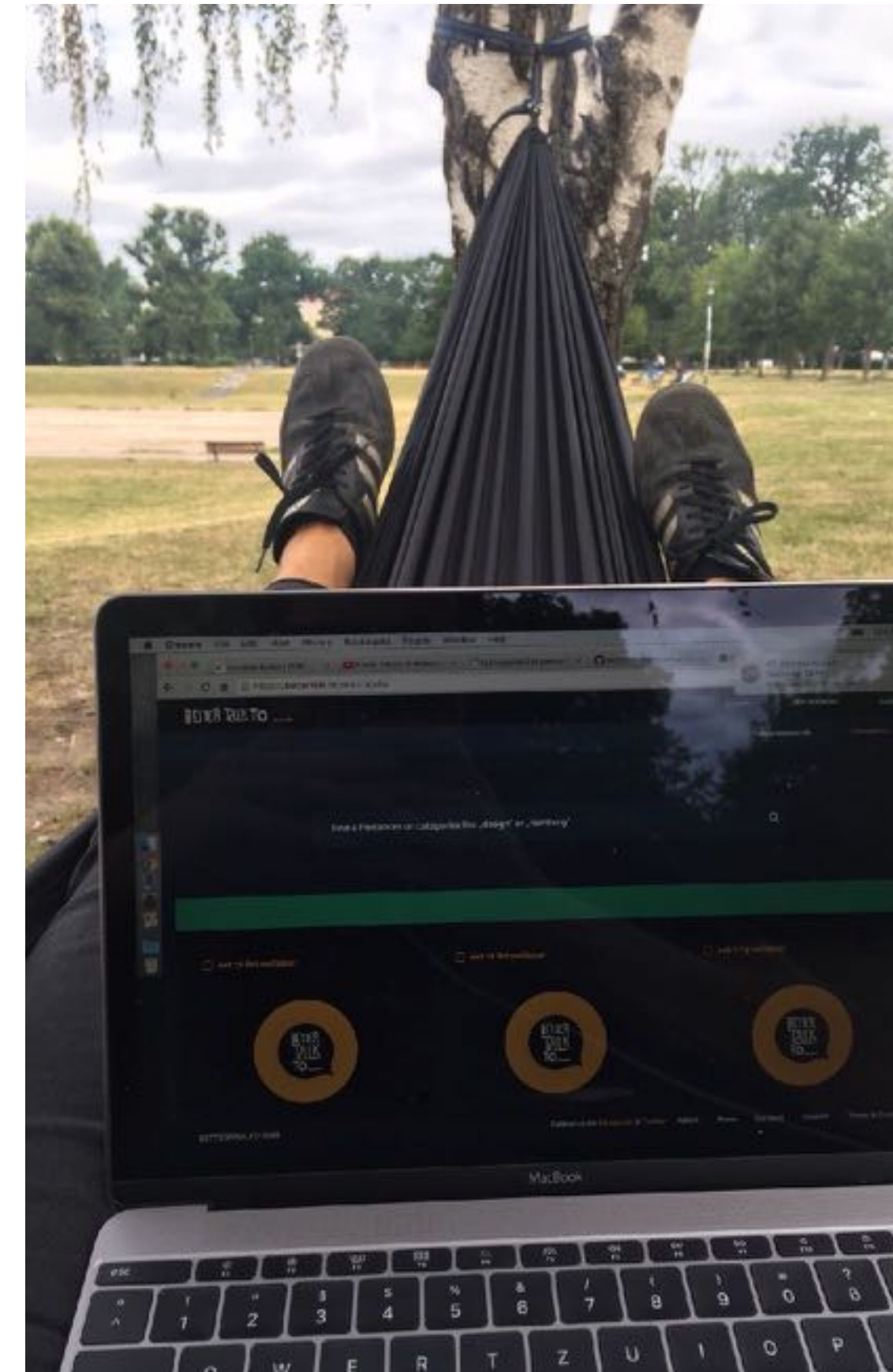
Prototyping, customer care, technical support, company formation, partnership management, you name it—this is all part of my evenings and weekends, making me a more versatile and comprehensive player in future teams.



Lego serious play



Business planning





Customer care / Research



Market fit testing



FreelancerJobsAgenturenLoginRegister



Register

Login

Register form


Skills oder Name 💪

Suche doch mal nach „Art Direktor“
oder Namen wie z.B. „Nico“
Ein kleiner Einblick in unsere Suchfunktion.


→

Alle Suchfunktionen kannst du nach der [Anmeldung](#) nutzen.

● available



Niklas Rieger
Berlin, Hamburg, Darmstadt
18 Jahre Berufserfahrung im
Grafik / Reinzeichnungsbereich
gut im um die Ecke denken. R
Reinzeichnung Grafik Layout
Print Design Deluxe



Search



Product Developer

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