



## **RITA M. ZIHLMANN CURRICULUM**

### **VITAE**

#### **Contact Information**

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#### **Profile**

Highly efficient, flexible and multi-lingual IT lawyer with several years of experience as Manager Contracts and Negotiations of a major global IT provider in Switzerland and General Counsel EMEA of an international Software enterprise; worked on various IT, software, outsourcing and e-commerce contracts; is used to working under pressure and able to quickly adapt to change. Worked on and negotiated large international enterprise contracts. Strong negotiating skills in multi-national and multi-cultural contracts. Good management and interpersonal skills, business-sensed and focused.

#### **Work Experience**

*2005 – present* *Hewlett-Packard International LLC, Technology Solutions Group, EMEA*  
8600 Duebendorf, Switzerland

HP is number one globally in inkjet and laser printers, but also a leading provider in the Information Technology industry with growing business in various areas, including outsourcing services. HP's strategy is to offer products, services and solutions that are high tech, low cost and deliver the best customer experience. HP has the portfolio, people and expertise to deliver on all three unequaled in the industry. HP consists of a dynamic, powerful team of 150.000 employees doing business in more than 170 countries.

*Personal Achievements* December 2004 – present: Strategic Negotiator, Outsourcing Services EMEA

- Coordinating, leading and closing negotiations of large, complex outsourcing contracts with the customer in the relevant stages of proposal building and contract negotiation across Europe in German and English language.
- Integrating the contract-specific input of the technical, financial, legal, tax, HR and other specialists and bid managers and monitoring and guiding the outsourcing contracting process also through consulting and supporting on drafting the relevant documents, always under both, Civil and Common Law Jurisdictions.
- Reviewing and approving of the overall contractual documentation.
- Resolving potential contractual conflicts between the needs of various stakeholders as well as between HP and customers.
- Working on and sponsoring contractual standardization and related initiatives

and providing training to other functions in the area of expertise.

2002 – 2004

*IBM (Switzerland); IBM Global Services*

8010 Zurich, Switzerland

IBM is a major player in the field of Information Technology by providing Computer Software, Computer Hardware and Computer Services. IBM has offices in more than 160 countries; with in-house specialists and by entering into alliances with other giants of the IT industry as well as business partners, IBM is able to grow and provide its services and products anywhere and any time. IBM is one of the most innovative employers.

*Personal Achievements*

January 2002 – November 2004: Manager Contracts and Negotiations

- Leading a team of 17 people, of which 2 are based in IBM's Geneva location and the others are based in IBM's Zurich office. The team currently consists of 10 lawyers and 8 people with business, project management, financial or sales background.
- Negotiating, drafting and closing large and complex agreements across IBM business lines such as hardware, software, services and outsourcing, of national and international scope, for customer in industries such as financial, distribution, pharmaceutical and communications. Creating of government contracts, which may be subject to the WTO tender terms and conditions in German and English.

1998 – 2001

*Entrust Technologies (Switzerland) LLC*

8301 Wallisellen, Switzerland

Entrust Technologies is the global leader in securing the Internet by providing solutions for business-to-business (B2B), business-to-consumer (B2C) and Intra-business (Intra-B) markets. Entrust pioneered the Internet security marketplace, establishing its presence in 1994, and has continued to help fuel the Internet's evolution with its enhanced security solutions for high-value, highly sensitive transactions. Entrust invented the technology that is embedded in much of basic Internet security worldwide, and our technology leadership positions us as the partner of choice in the industry.

Entrust started with a high-value low-volume Enterprise focus, selling via a direct sales channel to F1000 Lead Adopters. These organisations are in the process of converting their businesses from physical to virtual. The challenge is in negotiating balanced high-quality contracts with large and powerful Enterprise customers during a unique watershed in the business environment.

*Personal Achievements*

October 1998 – December 2001: General Counsel EMEA

- Establish and manage Legal Department EMEA based in the UK (consisting of 3 people)
- Negotiating, drafting and closing large enterprise license contracts, Trusted Third Party contracts, services contracts under both, Civil and Common Law Jurisdictions in different languages
- Negotiating channel relationships (reseller contracts and partner agreements, OEM agreements)
- Advising internal and external clients on Intellectual Property matters and closing large services agreement and contracts for the supply of customised software
- Set up of 5 European entities in a tax and legal efficient structure; keeping the corporate files of Entrust's European entities up to date

- Budgeting of Legal Department EMEA
- Provision of legal advise on HR related matters including recruiting and lay-offs
- Provision of legal support for Finance (tax, accounting, insurance)
- Provision of legal advise on crypto law matters, e-commerce related matters, m-commerce related matters, Public Key Infrastructure technology, digital signatures by writing corresponding memos or guidelines and giving internal and external presentations on these legal matters
- Provision of general legal advise to senior management on various issues: Competition Law, general EC Law, Data Protection, Companies Law

February 1998 – October 1998: Legal Consultant

- Advising internal and external clients on Information Technology Law: PKI Regulations, Crypto Export and Import matters, Digital Signature Legislation, E-Commerce Legislation, Data Protection matters including research in the field
- Establish and maintain a contracts portfolio
- General in-house legal support

1997-1998                      *CAP Rechtsschutzversicherung*  
6300 Zug, Switzerland  
Department Underwriting: Legal Counsel

1994-1997                      *fairTeam (Fairs, Public Relations and Promotion)*  
4054 Basle, Switzerland  
part-time employment

## Education

2000 – 2002                      *Master of Laws (LL.M.)* in International Business Law with specialization in Information Law, Intellectual Property Law and Computer Law at University of Zurich, Switzerland.  
Thesis: Conflict areas of software licensing law and copyright law.

1991-1997                      *Law studies* at University of Basle, Switzerland (law degree, «Lizenziat»)

1987-1990                      *College* at Gymnasium Oberwil, Switzerland

1983-1987                      *High School* at Progymnasium Oberwil, Switzerland

## Additional Education

### *Law/ Negotiations*

2007                      Top Outsourcing Pursuit School, 5 days training in Lyon, FR

2005                      Getting to Yes; Negotiations Skills, 3 days seminar in Lyon, FR

2002                      Huthwaite Negotiation Skills, 4 days seminar in Warbrook, UK

2001                      «Negotiating Contracts», 2 days seminar in Wolfsberg, Switzerland

2000                      «International Technology Licensing Agreements», 2 days seminar in London, UK

1999                      «Advanced Seminar on Licensing», 2 days PLI seminar in

New York, USA

**Management Skills**

2004 "Effective Moderating Conferences and Meetings", 3 days course IBM Zurich

2003 "Fascination, Communication, Success", 3 days course IBM Zurich

2002 Behaviour Based Structured Interview, 1 day course IBM Zurich

2002/ 2003 Manager Development Courses, IBM Zurich, IBM Italy

2000 «Leadership through Management and Coaching», 3 days seminar in Henley-on-Thames, UK

2000 «Effective Presentations», 2 days seminar in Rorschacherberg, Switzerland

**Languages**

*German* mother tongue

*English* fluent (TOEFL)

*French* advanced conversation (2004: fresh-up in Business French)

*Italian* conversation (scuola club migros, Lugano)

**Hobbies**

*Sports* Cycling, jogging, swimming, scuba-diving, cross-country skiing

**Personal Data**

*Date of Birth* 15 June 1971

*Nationality* Swiss

*Marital Status* Single

*Relocate* Yes