



**INA  
MILENOVIC-  
RÜCHARDT**  
ASSOCIATE PARTNER

**MAIN AREAS OF  
EXPERTISE**

- Customer & Employee Experience
- Design and support of transformation processes
- Vision and strategy development
- Teambuilding and Leadership Coaching
- Empirical research

**Quote:**

“People will forget what you said,  
people will forget what you did, but  
people will never forget how you  
made them feel.”  
*Maya Angelou*



2021



Associate Partner  
Doujak Corporate Development

2019



Customer Experience Masterclass

2013



Qualification Systemic Coaching, Neuwaldegg

2010



Qualification Systemic Consulting, SBI

2005-  
2021



Kantar,  
Global Center of Excellence  
Customer- & Employee Experience

1994



Birth of my son Felix  
Bosch Stiftung: „Homebirth Quality Evaluation“

1998



Logos Unternehmenskommunikation, Project lead



1992



Freelancer, Infratest Gesundheitsforschung

1989



Demography research project,  
Deutsche Forschungsgesellschaft

1983



Infratest Sozialforschung, Project lead

**Infratest**



1982



Ludwigs-Maximilians-Universität,  
München National Economics



Born in Celle, Germany