

Application for **Solutions Health Manager**, Customer Solutions & Engagement, Dubai

Ramona Furter · Zurich, Switzerland · ramona.furter@icloud.com · +41 78 907 14 47 · R0000384158

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Dear Customer Solutions & Engagement team,

Caterpillar monitors more than 1.6 million connected assets and raises a Prioritized Service Event before a fault becomes a failure. Your posting asks for the same discipline applied to the solutions portfolio in Growth Regions: critical projects that stay on track, strategy documentation that stays current, action items that stop dying between leadership meetings, and health reporting that tells the VP which solutions are actually working. Under different titles, that has been my job for ten years.

Today I am AI Project Lead at Swiss Post, where I carry AI-driven business models from opportunity sizing to a prioritised roadmap with KPIs and into delivery. The C-level sees working prototypes I build myself rather than slide descriptions; along the way I **cut time spent on sales by 30%** through automation and cut proposal feedback loops by 90% with a pitch-check tool I built. Before that I owned a **CHF 100M+ e-commerce business reporting to C-level** at Ifolor, was the bridge between UBS and Baloise senior stakeholders and an internal product team at Brixel, and helped build a Migros Group health venture through **two funding rounds** to 10 locations and 23 people. Matrix organizations, senior stakeholders and executive communication are home ground, and your industry requirement I meet through finance: insurance innovation at Die Mobiliar, banking partnerships at Brixel, an accounting start at Kuoni and AMAG.

What I do not bring is equipment-industry years; I have never sold or serviced a machine. I learn unfamiliar business models fast, which is what venture building trains, and the craft this role runs on transfers whole.

Rather than describe the work, I built a first draft of it. At ramona-caterpillar.pages.dev you will find a one-page solutions health report for Growth Regions, the intervention order it triggers, and the fix I would refuse. I built it with the AI toolchain I use every day, which is also how I would draft your reporting formats and meeting packs. A working version in days, then sharpened with the people who use it.

My partner and I are planning our move to Dubai. I am a Swiss citizen, available with notice, and glad to travel as the role requires. The posting closes on 9 August; I would welcome a conversation before then.

Kind regards

Ramona Furter