



## Personal Details

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| Mobile        | +49 171 644 6413   |
| Date of birth | 16 May 1983  |

## Professional Profile

Self-motivation to deliver accurate services that are required for business needs. Identifying myself with my work and my technical knowhow allows me to drive solutions autonomously to excellent customer satisfaction. People recognise me for my professional results and agile way to find solutions. The ability to transfer knowledge to current situations assists me with every challenge. My personality allows me to be a team player and leader, proficient to perform on customer as well as management levels.

## Key Skills

### Interpersonal:

High personal commitment to drive tasks to perfection  
autarkic self-management, strong troubleshooting and problem-solving skills,  
adaptive thinking, flexible to work in a team or as a team leader.

### Organisational & Processes:

Project Management (PMI & Prince2), Service Management (ITIL),  
Quality Management Systems (QMS), Change & Configuration Management (ITIL),  
Presentation Skills, transition management, mentoring new staff,  
international customer expectation management

### Infrastructure:

Data Centre design and architecture, Network & firewall know how,  
current Operation systems, multi-server setup and operational management,  
Virtualization technologies, data loss prevention strategies

## Professional Experience

### **Opel Automobile GmbH**

Ruesselsheim, Germany  
August 2017 to now

### *European Team leader for voice and video*

#### Responsible for:

- Renewal of all voice contracts, archiving saving of 50%+
- Setting up and managing support for voice and video in Europe

#### Skills gained:

- Working close with procurement and mobile service providers
- Setting standards in IP telephony and conferencing, saving 1Mio+ €

### **Adam Opel AG**

Ruesselsheim, Germany April  
2013 to Jun 2017

### *Programme und Project Manager (Consultant)*

#### Responsible for:

- Transition: Complete Data Centre migration as part of an IT-Insourcing
- Transition: Mainframe Centralisation from Germany to Warren, USA

#### Skills gained:

- Organizing and planning of resources and their deployment across companies
- Deploying projects with high constrains under extreme high time pressure



## Professional Experience (continued 1)

**HP Enterprise Services Deutschland GmbH**  
Ruesselsheim, Germany  
End 2011 – March 2013

### *Programme and Project Manager (Consultant):*

Responsible for:

- Data Centre Network refresh in three Data Centres replacing old technology with State of the Art technology (Cisco Nexus), for a total of 3 000 Clients.
- Deploying Email Software Microsoft Exchange 2010 in four international Data centres for 300.000 Users, work stream lead for Data Centre and Network.
- Implementing and refreshing of firewalls between HPs Services and the customer clients.
- Coordination of the technical transition and transformation between various delivery Units.

Skills gained:

- Learning about new data centre network technology
- Organizing large-scale multi supplier information and testing.
- Data Centre transformation strategies in the light of email services
- Supplier/3<sup>rd</sup> Party Management and Escalation

**HP Enterprise Services UK Ltd**  
London,  
United Kingdom  
2010 - 2011

### *Programme and Project Manager (Technical Consultant):*

Responsible for:

- Creating a work environment for an international programme: Establishing team standards for each country project delivery; Over viewing effort and timelines, reporting those to the customer
- Support the setting up of a new services model
- IT project delivery including third party management for five countries (Poland, Hungary, Sweden, Finland and Gibraltar) and a total of 40 sites supporting total of 1300 users and several standard and nonstandard infrastructure components

Skills gained:

- Applying QMS and ITIL standards to day-to-day processes
- Tracking and organizing of several project delivery streams simultaneously
- Understanding processes of energy companies and their values

**EDS Operation Service GmbH, an HP company**  
Ruesselsheim/Mainz/  
Dudenhofen,  
Germany  
2009

### *Project Manager (Infrastructure Analyst):*

Responsible for:

- Supervising up to eight deployments of infrastructure components per month; Reschedule deployments and reduced customers sustain cost by 30 per cent
- Supported the Firewall (Cisco ASA) replacement project in sales & design phase
- Mentoring and coaching business students to be successful with the final exams
- Instigated to rework parts of QMS documentation to be applied more efficient

Skills gained:

- Increased Project Management Skills and Problem-solving ability.
- Inspiring and motivating new staff and team members.
- Supervising Project tasks plus staff and escalating when needed.
- Negotiate between customers and technicians about technical possibilities.



## Professional Experience (continued 2)

### EDS Operation Service GmbH

Ruesselsheim,  
Germany  
2008

#### *Project Manager Associate (Infrastructure Associate):*

##### Responsible for:

- LAN Redesign (500 active network devices, 20000+ Sockets, 2m€); establish a local deployment group with global standards; determine deployment strategy including 3rd party vendors coordination; track and report project status and effort to global customer board
- Coordinated the Supplier Network Connections to the local Campus using MPLS and T-System Ethernet-Connect techniques
- Installing network infrastructure including IP-Telephony for a Turkish site

##### Skills gained:

- Established Project Management techniques and initial leadership qualities
- Acquired deeper Network and Cisco proprietary technique knowledge
- Guaranteed resource commitment to tasks in a project in a Matrix-organized environment
- Enthusiasm for doing QMS for all attended Projects not only as an end in itself

### EDS Operation Service GmbH

Ruesselsheim & Frankfurt am  
Main, Germany  
September 2005  
– January 2008

#### *Apprenticeship as IT specialist:*

##### Responsible for:

- Assistance in several European network and server projects; performing participation in Change Management; pioneering standards for Configuration Management for a European architect and project-leader team
- Performing Microsoft Server installations for IS&S-Server and SharePoint; implementing a virtualization environment with VMware/ESX-Servers, lead the first transitions of physical servers to this new environment
- Installation and Maintenance of Unix based systems (Solaris/Linux); organising Data centre moves
- Innovative Website makeover; documentation and presentation to the pan-European team

##### Skills gained:

- Gained basics of Project- and workload management
- Understanding processes of blue-chip companies (finance/automotive sector) and their value
- Formed wide understanding of IT – Business dependencies
- Achieved knowledge of IT components (network/servers/software) from various sizes and their operational environment.
- Enhanced MS Office skills, including PowerPoint, Visio and Project.

## Additional Employments

### DRK

June 2004 –  
August 2005

- Responsible for:
- IT department for the regional Emergency Response and Rescue Coordination Centre the Red Cross in Mainz

Skills gained: Deciding under high pressure; Duration in shifts; Selling to and dealing with Customers.

### SWR

Summer 2002

- Responsible for:
- IT department of the Suedwestrundfunk (SWR) television and radio public broadcast institution

Skills gained:

- Operation assistance qualifications;
- Conceiving huge IT-Infrastructures and Upgrade-Rollouts



## Qualifications

|                   |   |
|-------------------|---|
| March 2013 / 2016 | PMI PMP (Project Management Professional) Certification / Re- Certification                                       |
| November 2014     | Six Sigma Training und Six Sigma “White Belt” Certification   |
| January 2008      | ITIL version 3 Foundation certification: Teaching several IT management topics like Service Design and Operation. |
| December 2007     | “English for Business - Level 3”, Course from London Chamber of Industry and Commerce (LCCI)                      |
| August 2009       | PRINCE2 Foundation (Projects in Controlled Environment v2)  |

## Education

|              |  |
|--------------|--|
| January 2008 | Graduated as IT-Specialist at the IHK (Chamber of Commerce & Industry) in Darmstadt, Germany (90 per cent $\approx$ 1.7 $\approx$ B) |
| 2005 - 2008  | Vocational (Trade) School as part of apprenticeship, Gross-Gerau, Germany  |
| April 2004   | A-Levels (Abitur), comprehensive school Woerrstadt, Germany: Science of physic (A), Math (C), History (B), English (A)               |
| June 2000    | General Certificate of Secondary Education at the Comprehensive School in Woerrstadt, Germany  |

## Training

PMP / ITIL / Prince2 / Quality Management systems / Instruction in personal data protection / MS Office, Visio, CCNA (Cisco network certification) / Change Management / Project, SharePoint / SQL

## Additional Skills

Clean drivers licence (car and motorcycle);  
Software: SQL, C, Java, HTML/CSS, Shell Scripting (UNIX and Windows)  
Languages: German (native), English (advanced), French (basic)

## Publications

### Extracurricular academic activity 2003:

Development and distribution of current significance coding languages  
 (“Besondere Lernleistung: Entwicklung und Verbreitung der Programmiersprachen unter besonderer Berücksichtigung der wichtigsten aktuellen Programmiersprachen”)

### CCI – Final examination 2008:

Design of a customer network in Gonesse, France.  
(IHK Abschlussarbeit: Design eines neuen Kundennetzwerkes)

## Personal interests

Skiing, natural science, music, cooking

## References

Available on request