**Jan Klingelhöfer**

**Personal Data**

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Date of Birth: 06/25/1970

Nationality: German

Family Status: married

**Short Profil**

* Implementation of complex IT, software development and infrastructure projects
* Consulting and implementation of regulatory projects, e.g. BCM, BAIT, ZAIT, ITSM
* Implementation of digitalization projects in the finance and payment industry
* Business analysis, creation and optimization of business processes

**Key areas**

***Project Manager PMP, PRINCE2, Scrum Master***

* Combination of classic and agile methods based on linking milestone and release planning
* Analysis of project standstill situations and reorientation of projects
* Multi-project management and implementation of "Project Health Checks“

***Regulatory and digitalization projects***

* Business Continuity Management (BCM, ISO 22301)
* Data Governance and BCBS239
* BAIT, ZAIT, MARisk, Licence application

***Business analysis, Business process modelling and optimisation***

* Business Process Model and Notation (BPMN)
* Event-driven process chain (EPK)
* SIPOC, SOP, Swimlane

***Further***

* Creation of Request for Proposal (RfP) for IT-Services
* Management of distributed project teams
* Moderation and Coaching

**Successful project in recent years**

* Creation and implementation of a data governance framework
* Development and implementation of an emergency and crisis management (BCM) including emergency location
* Development and set-up of an operational organization for a new payment product
* Reorientation and completion of a software development project
* Development and introduction of a purchasing process
* Implementation of various IT infrastructure and migration projects

**Certification**

* Project Management Professional (PMP®) Certification
* ITEMO Professional SCRUM Master
* PRINCE2 Foundation Certification
* Six Sigma Yellow Belt Certification
* Foundation Certificate in IT Service Management
* MCSE for Windows NT – 2003 and Exchange 5.5 – 2007

**Special knowledge**

* Holistic Coach training, application of coaching formats and interventions

**Professional Experience**

* Banking and financial industry
* Energy supply
* Automotive industry and suppliers
* Mechanical engineering
* Trade
* High-tech and electrical industry
* Housing industry

**Languages**

* German: first language
* English: Fluent (written and spoken)
* Italian: conversational fluent
* French: basic knowledge

**Availability**

August 2025

**Project experience**

**Apr/2024 – today Implementation of a data governance project**

Task/ Role: Development and implementation of data governance, documentation of processes and systems, business analyst

Duration of the Project: 8 months (geplant)

Sector: Credit agency

Location: Wiesbaden

Brief Description: Development of data governance for a credit agency, project management, complete documentation of the environment, concept development for technical correctness and completeness, minimization of data leakage risk, including a target image for data and analysis platform.

Creation of a data lineage, concept for the compartmentalization of systems as well as documentation and further development of control processes.   
Implementation of the concepts with the IT department, as well as project management for the overall project.

Technologies: Confluence, JIRA

Methods: Business Analyse, Prozessmanagement

**Jul/2023 – Mar2024 Design and implementation of a Business Continuity Management System (BCMS) based on ISO 22301:2019 and BSI Standard 200-4.**

Task/ Role: Design and Implementation BCM, BCM Coordinator, Business Analyst

Duration of the Project: 8 months

Sector: Credit agency

Location: Wiesbaden

Brief Description: Development of a coherent BCM concept, further development and coordination of the existing BCM and ITSCM guidelines. Alignment of emergency management at Group level, redefinition of the emergency organization for emergency preparedness and response (crisis team). Conducting business impact analysis, BCM risk analysis and developing BCM strategies and solutions. Creation of all operational documents such as emergency preparedness concept and emergency manual.

Technologies: HiScout, Confluence, JIRA

Methods: ISO22301, ISO22313, BSI Standard 200-4,, business analysis, process management

**Jan/2023 – Jun/2023 Customer project manager for the migration from Cisco Call Manager and Jabber to Microsoft Teams**

Task/ Role: IT project manager, controlling of the service provider

Duration of the Project: 6 months

Sector: Banks/financial service providers

Location: Vaduz / Liechtenstein

Brief Description: Project manager on the customer side for the migration from a Cisco Callmanager environment to Microsoft Teams including all surrounding systems such as voice recording, trading, contact center and switching solutions.

Responsible for the management of the outsourcing service provider responsible for the migration and for ensuring that the customer provides the necessary resources and meets its obligations.

Technologies: MS Teams, ASC Voice Recording, Cisco Call Manager, Luware/Samwin, BT Trading

Methods: Project management, business analysis, process management

**Jan/2022 – Sep/2022 Definition and development of an operating model for a new payment product**

Task/ Role: Process Manager, Project Manager, Business Analyst

Duration of the Project: 9 Month

Sector: Banks/financial service providers (Renewal from previous contract)

Location: Frankfurt/Main

Brief Description: Definition and setup of an operating model for a new payment product (“digitale Girocard”); definition, integration and implementation of the coordinated emergency, supporting and development processes. Definition and implementation of communication interfaces and escalation processes, negotiation of SLAs and implementation of reporting. Establishment of a 24x7 control center incl. design and implementation of a status page.

Technologies: Online payment systems

Methods: Business Analysis, Process Management, Project Management, Consulting

**Jul/2021 – Dec/2021 Consulting for the application for a licence as a payment institution pursuant to §10 of the German Payment Services Supervision Act (Zahlungsdiensteaufsichtsgesetz - ZAG)**

Task/ Role: Consultant

Duration of the Project: 6 Months

Sector: Banks/financial service providers (Renewal from previous contract)

Location: Frankfurt/Main

Brief Description: Consulting for the implementation of "Zahlungsdiensteaufsichtliche Anforderungen an die IT von Zahlungs- und E-Geld-Instituten - ZAIT" requirements of Bafin, application for a licence as a payment institution. Preparation of the necessary documents such as IT strategy, IT governance and IDV guideline. Initial registration of all IDV in the company.

Preparation and moderation of meetings, documentation.

Technologies: Online payment systems

Methods: Consulting, Project Management

**Feb/2021 – Jun/2021 Project management for brand transition and migration as part of the merger of financial products**

Task/ Role: Project Manager

Duration of the Project: 5 Months

Sector: Banks and financial service providers

Location: Frankfurt/Main

Brief Description: Project management for the brand transition and migration as part of the merger of three online payment processes. Scheduling, reporting and moderation of project meetings.

Preparations and moderation of meetings, documentation.

Technologies: Online payment systems

Methods: Project Management

**Jan/2020 – Feb/2021 Process and Project Manager for the development of a data governance framework**

Task/ Role: Process Manager, Project Manager, Business Analyst

Duration of the Project: 14 Months

Sector: Banks and financial service providers

Location: Nuremberg

Brief Description: Establishment of a data governance framework including the creation of a data quality management and revision of the data governance guideline with the involvement of all relevant areas within the bank. Review of the guideline for consistency with the regulatory requirements (BCBS 239), the data quality management group guideline and the bank's data strategy.

Modeling and description of the data quality governance process consisting of four sub-processes, coordination with the affected areas and approval of the guideline and the process by the responsible bodies.

Project management via JIRA and documentation in Confluence, creation of an operationalization roadmap. Coaching and mentoring of the client's employees.

Technologies: JIRA, Confluence, Talend, DInteLa, KORDOBA, DAP, Collibra (DGC), Data Quality Tool (DQT) ADQ, eCA, SAS, SAP

Methods: Business Analysis, Process Management, Project Management

**Jul/2019 – Dec/2019 Application for a license according to §10 „Zahlungsdienste-aufsichtsgesetz” („ZAG License”) for a payment product.  
Intranet development based on Confluence,  
Request for Proposal of IT Services**

Task/ Role: Project Manager

Duration of the Project: 6 Months

Sector: Banks/financial service providers (Renewal from previous contract)

Location: Frankfurt/Main

Brief Description: Subproject management for IT in the context of the application for a "ZAG license". Examination and provision of necessary and relevant documents. Creation and content handling of documents after the identification of gaps. Creation, adaptation and documentation of necessary processes.

Project management for the development of an information platform/intranet based on Atlassian Confluence. Creation of an area and authorization concept, coordination with the responsible areas and control of the implementation by the IT department. Definition of work packages, implementation control, reporting.

Technologies: JIRA, Confluence, Enterprise Architect

Methods: Project Management, Process Mmanagement, Business Analysis

**Jul/2018 – Jun/2019 IT Project management, contract negotiation, business process outsourcing, planning/ project management for the relocation of the company, reconstruction of internal IT solutions**

Task/ Role: IT Project Manager

Duration of the Project: 12 Months

Sector: Banks/financial service providers (Renewal from previous contract)

Location: Frankfurt/Main

Brief Description: Training new employees and handing over the previously developed shop system plug-ins to the operative business. Development of processes and standards for the maintenance and further development of the plug-in software.   
Renegotiation and conclusion of the service and project contract with the development partner.  
Takeover of an internal Sharepoint implementation, inclusion of requirements and development of a strategy to replace the Sharepoint and development of an intranet.  
Support in outsourcing HR department processes, analysis of requirements and comparison of alternatives, business process outsourcing.  
Planning and project management for the relocation of the company into a new company building. Detailed planning of the move, the network infrastructure and the conversion measures together with the IT service providers and the architectural office. Planning, execution and implementation of change management measures. Organisation and execution of necessary workshops with the employees.   
Overall control of all necessary activities and processes associated with the move.

Development of a strategy to replace the heterogeneous internal IT platforms.

Process development and process management.

Technologies: MS Project, MS Sharepoint JIRA, Confluence, E-Commerce, Shopsystems

Methods: Project Management according to SCRUM and PMI, Negotiation methodology, Process Management, Business Analysis

**Dec/2017 – Jun/2018 Project management for the development and implementation of shop system plug-ins in the area of e-commerce**

Task/ Role: IT Project Manager Software Development

Duration of the Project: 7 Months

Sector: Banks and financial service providers

Location: Frankfurt/Main

Brief Description: Takeover and implementation of a delayed software development project for programming shop system plug-ins for a payment procedure in e-commerce. Reorientation of the project with the introduction of agile and classic project management methods. Implementation and implementation of a test concept and implementation of a pilot, implementation of marketing measures. Responsible product owner for the software products and the download portal. Development and implementation of support and maintenance processes. Training of internal employees and external service providers.

Preparation of a market analysis in the area of e-commerce/shop systems.

Technologies: MS Project, JIRA, PHP, E-Commerce, Shopsystems, Plug Ins

Methods: Project Management according to SCRUM and PMI

**Jul/2017 – Oct/2017 Development and launch of a new web-based sales workplace**

Task/ Role: IT Project Manager

Duration of the Project: 4 Months

Sector: Automotive industry

Location: Cologne

Brief Description: IT project management for the development and introduction of a new sales workplace in an international project. Creation of the milestone-based overall project plan and linking with the agile software development according to SCRUM via the release plan. Building a bridge between the traditional and agile project management method. Planning and implementation of the communication structure within the parties involved, especially between business, local IT and the software development company in Perugia/Italy. Requirements management via business analysis documentation and product backlog.

Design and planning of the rollout of the sales workplace.  
Setup of the necessary tools, as well as maintenance of obstacles (impediments) and tasks in the Microsoft Team Foundation Server.

Technologies: MS Project, MS Team Foundation Server, MS Visio, MS Office

Methods: Project Management according to PMI and SCRUM, combination of traditional and agile methodology

**Jan/2016 - Jun/2017**  **Development and introduction of the purchasing process including contract and order databases. Development of a solution for a BCM emergency location, contract negotiations with service providers. Implementation of the migration project, commissioning of the BCM emergency location, coordination of BCM activities. Optimization of operational processes, intro-duction of IT change process, planning of an emergency exercise, preparation of an IT security requirements assessment.**

Task/ Role: Project-, Process- and Test Manager, Solution Architect,  
BCM Coordinator, Business Analyst

Duration of the Project: 18 Months

Sector: Banks and financial service providers

Location: Frankfurt/Main

Brief Description: Development, description and introduction of a purchasing process using SIPOC, SOP, Swimlane as well as RACI matrixes and checklists for a payment service provider. Development and further development of a contract and order database.  
Automation of processing and documentation of imported JSON files (REST-API).

Development of a solution for a BCM emergency location including implementation planning and concept development.  
Coordination of requirements and solution with internal departments and the IT department of the service provider. Preparation and coordination of the contractual basis with final contract negotiations. Negotiation of a BCM contract annex to the service contract with another service provider. Creation of process descriptions for emergencies.  
Independent implementation of a firewall migration project with initiation, planning and execution of the project including monitoring and reporting to the management.  
Technical and organizational implementation of the previously planned BCM emergency location. Definition of processes for emergency management and the commissioning of the emergency location with planning and execution of tests.  
Planning and coordination of the customer's BCM activities. Preparation of an emergency manual including necessary pandemic plans and communication of information to the participating institutes.

Optimization of business processes, introduction of new roles, development of an operations dashboard. Handling of possible incident cases through the consistent use of suitable tools.  
Definition of an IT change process, development of the necessary documents. Preparation of an IT protection requirement determination.  
Implementation of the previously developed BCM measures and transfer of processes and documentation to the internal emergency representative. Planning of an emergency exercise and preparation of the emergency manual for business continuation, communication and recovery.

Technologies: Network- and Firewall, JSON file processing, REST-API, EBICS Systems. JIRA, OTRS, KIBANA, ICINGA, ELK-Stack. MS Office, MS Project, MS Visio.

Methods: Process documentation (SIPOC, Swimlanes, SOPs), Project Management according to PMI and SCRUM, BCM, Business Analysis

**Sep/2015 - Jan/2016**  **Introduction of project management methodology in two current projects, implementation of projects**

Task/ Role: Project Manager

Duration of the Project: 5 Months

Sector: Banks and financial service providers

Location: Eschborn

Brief Description: Implementation of project management methods in two ongoing specialist projects for the introduction of financial products to the market, independent implementation of the projects on time, within budget and in line with their functions.  
Project re-structuring, new and further development of tools for project and sub-project management, as well as optimization of cost controlling. Stakeholder management, monitoring and reporting as well as the moderation of workshops and weekly meetings were also part of the tasks.

Technologies: JIRA, MS Project, MS Office

Methods: Project management for the introduction of financial products

Team Size: 4 Sub-project leaders

Project-Budget: 1,5M€

**Jun/2015 - Aug/2015**  **Migration of a Connected Car Solution**

Task/ Role: Project Manager

Duration of the Project: 3 Months

Sector: Automotive industry

Location: Ingolstadt

Brief Description: In the context of the Switch Over project the Connected Car environment of the car manufacturer is migrated from the managed solution of the current IT service provider to the newly built Cloud solution of the new service provider.   
The project scope included the complete, multi-level migration of the environments to the new platform. The preparatory activities included the development of the migration strategy, the development of a project organization, the planning of migration scenarios, the preparation of a project plan and migration concept as well as the detailed planning of the various switch-over dates in the form of detailed scripts with corresponding team and spatial planning. In addition, the project included the preparation and execution of a risk workshop, the creation of a risk log, the management of risks and the definition of test cases within the migration activities. Due to the postponement of the go-live date by the end customer, the activities were planned from the perspective of the service provider and partly coordinated with the end customer (migration strategy and project organization). Furthermore, my person was in charge of the monitoring team with 3 employees to implement an AppDynamics solution in the Connected Car Centre.

Technologies: Connected Car solution with approx. 60 applications, AppDynamics Monitoring solution

Methods: Project management according to PMI, Team management

Team Size: 8 Consultants

Project-Budget: 1,2M€

**Feb/2014 - Oct/2014**  **Presales project: WebCenter Solution**

Task/ Role: Lead Solution Architect

Duration of the Project: 9 Months

Sector: Automotive industry

Location: Ingolstadt

Brief Description: Leading a team of Solution Architects to design and plan a WebCenter Cloud solution. The solution combined traditional IT, public and private cloud components in a so-called hybrid cloud. Presentation of the solution to the customer and discussion of details and implementation on site. Coordination of the solution with the later delivery units. Handling of the necessary internal approval processes.

Technologies: Complete WebCenter with approx. 2,000 systems

Methods: Project management according to PMI, Team management,

Outsourcing

Team Size: 5 Solution Architects

Total Contract Value: 30M€

**Oct/2013 - Jan/2014** **Presales project: Network Solution**

Task/ Role: Lead Solution Architect

Duration of the Project: 4 Months

Sector: High-tech and electrical industry

Location: Oberkochen

Brief Description: Leading a team of Solution Architects to design and plan a network solution with approximately 45,000 ports, WLAN services, WAN accelerators and PDN firewalls. Presentation of the solution to the customer and coordination of the solution with the later delivery units. Handling of the necessary internal approval processes.

Technologies: Worldwide Network Solution with approx. 45,000 ports, WLAN,

WAN Accelerators, PDN Firewalls.

Methods: Project management according to PMI, Team management,

Outsourcing

Team Size: 2 Solution Architects

Total Contract Value: 15M€

**Jun/2013 - Oct/2013** **Presales project: SAP Solution**

Task/ Role: Lead Solution Architect

Duration of the Project: 4 Months

Sector: Banks and financial service providers

Location: Frankfurt

Brief Description: Leading a team of Solution Architects. Design and calculation of an SAP solution, presentation of the solution to the customer and coordination of the solution with the later delivery units. The basis for the SAP environment was a private cloud solution in the customer's data center. Handling of the necessary internal approval processes.

Technologies: SAP Solution with approx. 2,000 systems

Methods: Project management according to PMI, Team management, Outsourcing

Team Size: 3 Solution Architects

Total Contract Value: 25M€

**Jan/2013 - Jun/2013**  **Presales project: Migration to Cloud Solution**

Task/ Role: Lead Solution Architect

Duration of the Project: 4 Months

Sector: High-tech and electrical industry

Location: Frankfurt/Paris

Brief Description: Leading a team of consultants to plan and calculate the migration of a French branch of a German customer into the existing cloud solution. Design and calculation of the solution, presentation at the customer's site in Paris. Planning and creation of a project plan for the implementation of the solution and the migration to the new platform.

Technologies: Network, Windows Infrastructure, MS Exchange, MS Lync, MS Sharepoint, Applications

Methods: Project management according to PMI, Team management, Outsourcing

Team Size: 4 Consultants (Remote)

Total Contract Value: 500K€

**Dec/2010 - Nov/2012**  **Avaya AURA IP Telephony (VoIP) Solution with WLAN Phones**

Task/ Role: Project Manager

Duration of the Project: 24 Months

Sector: Machinery, equipment and component construction

Location: Schwäbisch Hall

Brief Description: Implementation of an Avaya AURA communication platform with 600 desktop and 600 WLAN phones. Reconstruction of the network infrastructure and performance of a network assessment for the WLAN infrastructure. Training of selected users. Project stop in July due to the discontinuation of a WLAN phone model of the manufacturer. Continuation of the project in December 2011. Several escalations due to technical problems with the telephone system. An internal change in strategy led to the transfer of the customer to a service provider specializing in this technology.

Technologies: Avaya AURA Communication Manager

Methods: Project management according to PMI

Team Size: 3 Technical Consultants and 2 Subcontractors

Project-Budget: 600K€

**Aug/2012 - Nov/2012**  **Development of a Unified Communication Strategy**

Task/ Role: Project Manager

Duration of the Project: 4 Months

Sector: Automotive industry

Location: Munich

Brief Description: Evaluation and assessment of analyses of future developments in the UC environment. Implementation of a requirements and technology analysis and development of a vision "Future Collaborative Working".

Technologies: Microsoft Lync, Avaya AURA, Cisco Unified Communications Manager

Methods: Project management according to PMI

Team Size: 2 Solution Architects

Project-Budget: 44K€

**Jun/2012 - Oct/2012**  **Support and Consulting Microsoft Lync Migration Project**

Task/ Role: Project Manager

Duration of the Project: 5 Months

Sector: Automotive industry

Location: Munich

Brief Description: Support and consulting for a Lync migration project. Creation and review of migration strategy, project plans and communication templates. Conducting training courses.

Technologies: Microsoft Lync

Methods: Project management according to PMI

Team Size: 1 Technical Consultant and 1 Subcontractor

Project-Budget: 63K€

**Apr/2012 - Oct/2012**  **IPv6 Strategy Project**

Task/ Role: Project Manager

Duration of the Project: 7 Months

Sector: Automotive industry

Location: Hannover/Würzburg

Brief Description: Development of a comprehensive IPv6 strategy for the customer consisting of 10 work packages.

Technologies: IP Version 6

Methods: Project management according to PMI

Team Size: 4 Solution Architects

Project-Budget: 180K€

**Jun/2008 – May/2012**  **Cisco IP Telephony (VoIP) Solution for 6000 Users**

Task/ Role: Project Manager

Duration of the Project: 48 Months

Sector: Energy supply

Location: Stuttgart

Brief Description: Implementation of a Cisco Unified Communications Manager solution for 6000 users nationwide. Telephone rollout in approx. 25 locations. Takeover of the project with a degree of completion of approx. 80%, implementation and completion of the project.

Technologies: Cisco Unified Communication Manager

Methods: Project management according to PMI

Team Size: 3 Technical Consultants and 1 Subcontractor

Project-Budget: 3M€

**Dec/2011 - Apr/2012**  **Microsoft Lync Implementierung**

Task/ Role: Project Manager

Duration of the Project: 5 Months

Sector: Machinery, equipment and component construction

Location: Schwäbisch Hall

Brief Description: Implementation of a Microsoft Lync infrastructure for approx. 1200 users. Integration into the previously implemented Avaya AURA communication platform. Training of selected users.

Technologies: Microsoft Lync and Avaya AURA Communication Manager

Methods: Project management according to PMI

Team Size: 2 Technical Consultants

Project-Budget: 50K€

**Aug/2010 – Dec/2011**  **Cisco Unified Communications Lösung**

Task/ Role: Project Manager

Duration of the Project: 14 Months

Location: Stuttgart

Sector: Energy supply

Brief Description: Implementation of a Cisco Unified Communication solution with WebEx, Meetingplace, Cisco Presence and Cisco Mobility components for 4000 users. Encrypted web and video conferencing for 500 users.

Technologies: Cisco Unified Communication Solution, WebEx, Meeting Place

Methods: Project management according to PMI

Team Size: 3 Technical Consultants and 2 Subcontractors

Project-Budget: 1,2M€

**Jun/2009 – May/2011**  **Europe-wide Cisco IP Telephony (VoIP) and WAN Acc Solution**

Task/ Role: Project Manager

Duration of the Project: 24 Months

Sector: Pharmaceutical Wholesale

Location: Stuttgart

Brief Description: Implementation of a Cisco Unified Communications Manager solution for Europe-wide 9,500 IP phones within the scope of an outsourcing project. Rollout of Riverbed WAN accelerators. The implementation was stopped after the rollout of two locations due to internal customer disagreements and continued in May 2012 with a new scope by a colleague.

Technologies: Cisco Communications Manager

Methods: Project management according to PMI

Team Size: 5 Technical Consultants and 1 Subcontractors

Project-Budget: 6,5M€

**Nov/2009 - Jun/2010**  **Avaya AURA IP Telephony (VoIP) Solution**

Task/ Role: Project Manager

Duration of the Project: 7 Months

Sector: Housing industry

Location: Oberhausen

Brief Description: Implementation of an Avaya AURA communication platform with 350 telephones, distributed between a central and approx. 30 remote locations. Reconstruction of the complete network infrastructure with firewall solution, training of selected users.

Technologies: Avaya AURA Communication Manager

Methods: Project management according to PMI

Team Size: 3 Technical Consultants and 2 Subcontractor

Project-Budget: 400K€

**Nov/2008 - Jun/2009**  **Cisco IP Telefonie (VoIP) und Call Center Lösung**

Task/ Role: Project Manager

Duration of the Project: 7 Months

Sector: Automotive industry

Location: Wolfsburg

Brief Description: Implementation of a Cisco Unified Communications Manager VoIP solution including rollout of approx. 1,000 telephones and an executive/sec solution from Conet (ProSecCo). Development of a call center solution for approx. 50 call center agents, softphone based. Training of selected users, secretaries and call center agents.

Technologies: Cisco Communications Manager

Methods: Project management according to PMI

Team Size: 5 Technical Consultant and 2 Subcontractors

Project-Budget: 600K€

**Job Occupation before November 2008**

Nov/2005 – Nov/2008 **Solution Architect, HP Deutschland GmbH, Bad Homburg**

* Solution Architect for messaging and collaboration, infrastructure- and SAP projects
* Design and presentation of solutions, preparation of offers and cost calculations
* Microsoft Exchange, Lotus Notes and SAP (HP SAP Factory) including the necessary infrastructure

May/2004 – Oct/2005 **Presales Consultant, Triaton GmbH, Frankfurt/Main**

* Presales Consultant for Messaging projects and bid development at Triaton GmbH. After January 2005 Integration to the HP solution teams after the acquisition of Triaton by HP.
* Design and presentation of solutions, preparation of offers and cost calculations
* Microsoft Exchange, Lotus Notes and Novell Groupwise including the necessary infrastructure

Sep/2001 – Apr/2004 **Technical Consultant, EDS Deutschand GmbH, Rüsselsheim**

* Subproject management and implementation of Exchange 2000 migrations. Integration of customer environments into existing standards for operation, administration and reporting of Exchange 2000 systems
* Implementation of Microsoft Exchange migration projects
* Integration of existing environments into the operating teams, further development of operating and reporting standards

Sep/1999 – Aug/2001 **System Engineer, HiServ/Triaton GmbH, Frankfurt/Main**

* Implementation of the system management and automation processes for the entire E-mail environment in Frankfurt
* Integration of e-mail systems into NetIQ Appmanager monitoring
* Planning and project management in the context of integration

Nov/1998 – Aug/1999 **System Engineer, HiServ GmbH, Milan/Italy**

* Delegation to Milan/Italy for the establishment of an Operation Center for e-mail systems
* Integration of an IBM Tivoli solution for system monitoring. Training of employees, knowledge transfer
* Subproject management for individual projects in the context of integration

Oct/1996 – Oct/1998 **System Engineer, HiServ GmbH, Frankfurt/Main**

* Support of global e-mail systems, project work, third level support for local administrators in the international environment at HiServ GmbH
* Operation of a global e-mail backbone and support in migrations, spin-offs and address exchange with external systems
* Implementation of projects and subproject management

Apr/1995 – Sep/1996 **Network Administrator, Hoechst AG, Frankfurt/Main**

* Network administration, support of local e-mail systems, mobile communication at Hoechst AG
* Operation and administration of Novell Netware and Microsoft Mail systems
* Implementation of first Remote Mail solutions

Apr/1994 - Mar/1995 **Basic military service**

Sep/1991 - Feb/1994 **Training as Mathematical-Technical Assistant at Hoechst AG, Frankfurt/Main, graduated from the Chamber of Industry and Commerce**

Sep/1988 - Jun/1991 **Vocational high school with focus on economy in Dillenburg, general qualification for university entrance**