

CURRICULUM VITAE

Dipl.-Ing. (FH) Christian Schultz

(December 2024)



PERSONAL PROFILE

Christian Schultz has many years of professional experience in major international companies, where he has very successfully demonstrated his leadership skills. His focus, with several years of experience, is in the areas of programme and project management, service and business process management and renewable energy management. In addition to his extensive industry knowledge, his professional career is characterized by a high level of commitment, great practical implementation skills, and comprehensive responsibility. Furthermore, he has gained extensive experience in the software, IT, and tele-communications sectors. In particular, the successful assumption of central functions in service and program management has always made Mr. Schultz a highly valued and competent colleague in the past. Companies and employees have also valued him for his extremely high level of social skills and assertiveness, and not least for his reliable and committed approach to work.

BUSINESS EXPERTISE

TELECOMMUNICATION:	International provider contacts: Deutsche Telekom AG, T-Systems International GmbH, NTT, BT, Neut Telecom, Telefonica, Swisscom. Sunrise. Telecommunications solutions for wide area and local networks for voice, data and IP solutions. Fixed line, wireless local loop providers and mobile operators. Internet, content and application service provider, cloud computing.
INFORMATION TECHNOLOGY:	ITIL: Incident, Problem, Change, Configuration, Request Fulfilment, Service-Level-Management, Reporting. Business support systems: interfaces and dependencies to the operation support systems. Very deep knowledge specifically for T-Systems International GmbH: Request fulfilment environment: Order-to-Cash process, ServiceNow, Integration Layer, Scoped App, T-Systems Portfolio, Web-SRM, Service Catalog Management, CPDM modeling, SOM@SAP, TCM, SAP-P01 und P02, BRIM, GLOD. Incident/Change environment: Fault-to-Restoration process, eTTS, HP Service Manager 9, ServiceNow, MySHS, OTIP, Scoped App, Service Desk. Configuration environment: PMA-ISEM, Asset Manager, Atrium, uCMDB, CDS, ARS-OM, uCMDB, Staging DB, CMS@ICT, OTIP, Scoped App, ICU, Active Directory. Reporting environment: Reporting metrics, service level reports, dashboard services, BI@ICT, BOXI, business objects. Process environment: ITIL, Process Landscape, EPK, BPMN, CMO, CMO+, FMO.
ENERGY MANAGEMENT:	Energy Management Systems (Home and Industry), Local Energy Management, Smart Grid Management, electrical installations.
PRODUCTION ENGINEERING:	CAD, PPS, quality management (DIN ISO 9001), REFA-certified consultant.

METHODOLOGICAL EXPERTISE

PROJECT MANAGEMENT:	Program management , project planning and control, risk management, project controlling, scheduling, qualified reporting & monitoring, (GANTT chart) and documentation, project status reports, request management, time/task management, stakeholder and quality management, Six Sigma, IT service management ITIL, PMI, Prince2, project audits. Negotiation of an internal project order from the customer contract (specifications for content, deadlines, costs and quality) with the project owner (deal owner), project client. Acceptance negotiation with the customer as project completion and handover of operations. Ensuring the gained experiences (knowledge management) and thus contribution to the use of synergies. Recognizing and implementing solutions in difficult project situations and ambiguous framework conditions. Managing changes (processes, structures...). Coaching of project managers.
BUSINESS PROCESSES:	Process management according to BPMN, Business Process Analysis, Business Process Design/Development, Business Process re-engineering, process training, selection, design and implementation of BPM platforms.
SOFTWARE ENGINEERING:	SCRUM methodology for agile software development and procedures as well as organizational forms, requirements Management, data collection & research, scope definition, IT organizational design, functional and technical analysis, VBA programming.
GENERAL MANAGEMENT:	Recruiting, employee management & coaching, project staffing, business case creation & review, presentation and representation of results to top management, customers and the professional public.
SOFT SKILLS:	Coaching, moderation, presentation techniques, conflict management, team building, team leadership, implementation and follow-up of coordination workshops, qualified interface to the customer.

TECHNICAL EXPERTISE

TELECOMMUNICATION:	<p>Network management, transmission protocols, trouble ticket systems and coupling, data collecting, reporting, IT service management platforms.</p> <p>In-depth architectural knowledge of operational ITIL support tools, both their current possibilities in integration as well as their further development status and the architecture map.</p> <p>Knowledge of business support systems: interfaces and dependencies on operation support systems.</p>	<p>Expert</p> <p>Experienced</p> <p>Experienced</p>
MOBILE TELECOMMUNICATION:	GSM (2G), GPRS (2.5G), UMTS (3G), PTM, microwave	General knowledge
DATA BASE SYSTEMS:	MS Access, Informix, SQL	General knowledge
OPERATING SYSTEMS:	<p>MS-DOS, Windows</p> <p>Unix, Linux, SUN / Solaris</p>	<p>Experienced</p> <p>General knowledge</p>
MICROSOFT OFFICE:	<p>MS Project, MS Word, MS Excel, MS Outlook, MS PowerPoint, MS Visio</p> <p>MS SharePoint, VBA programming</p>	<p>Expert</p> <p>Sachkundig</p>
ENERGY MARKET:	<p>Home Energy Management Systems, Grid Management Systems, electrical installations, photovoltaic systems, mini cogeneration plants, heat pumps, eMobility, battery systems.</p>	Expert

LANGUAGE SKILLS

GERMAN:	Native language
ENGLISH:	Negotiating skills
ITALIAN:	Beginner
SPANISH:	Beginner

PROFESSIONAL CAREER AS A FREELANCER

<p>10.2023 - 12.2024 [1,25 years]</p>	<p>IT project management: As sub-project manager for catalog management, responsible for the implementation of 90 orderable catalog products in BARMER's ServiceNow. In addition, T-Systems provides data center services manually and in some cases fully automatically (e.g. virtual desktops, print queues, DHCP scopes), including automatic creation of configuration items and billing data.</p>	<p>T-Systems GmbH (BARMER) (freelancer / consma)</p>
<p>10.2022 - 09.2023 [1 year]</p>	<p>IT project management: Operational leadership and coordination of 6 project managers of the catalog team. They are responsible for the implementation of non-existent catalog items for customer ordering, the automated provision of services with automatic creation of configuration items, and the automatic provision of billing and internal cost allocation data.</p>	<p>T-Systems GmbH (freelancer / consma)</p>
<p>10.2021 - 09.2022 [1 year]</p>	<p>IT project management: Migration of the globally used ITSM tool from HPSM9 to ServiceNow. Coordination, implementation, documentation of all incident interface E2E tests with 60 end customers including defect tracking and daily status report.</p>	<p>T-Systems GmbH (freelancer / consma)</p>
<p>04.2017 - 09.2021 [4,5 years]</p>	<p>IT project management: Project management in various major customer projects for the initial introduction of configuration, incident, change management and request fulfillment including tool coupling and reporting (OSS, BSS).</p>	<p>T-Systems GmbH (Lidl, Henkel, Covestro, Sparda DV-IT, Sopra FT) (freelancer / consma)</p>
<p>05.2015 - 03.2017 [2 years]</p>	<p>Energy economics, project management, software engineering: Overall project management of an industry energy management solution for intelligent transparency, analysis and optimization of energy data and a digital charging management platform for electromobility.</p>	<p>Kiwigrd GmbH BMW Group (freelancer / consma)</p>
<p>04.2013 - 12.2015 [2,75 years]</p>	<p>Energy economics, project management, software engineering: Overall project management and product owner of a home energy solution for the intelligent optimization of self-supply of electricity.</p>	<p>Kiwigrd GmbH Solarwatt GmbH (freelancer / consma)</p>
<p>12.2011 - 02.2013 [1,25 years]</p>	<p>Energy economics, project management, software engineering: Overall project management in the area of portal and application creation for a solution for energy efficiency.</p>	<p>T-City Friedrichshafen / Telekom AG (freelancer / consma)</p>
<p>08.2011 - 11.2011 [4 month]</p>	<p>Crisis Management: Mediation, evaluation and follow-up of the introduction of "Microsoft SharePoint 2010".</p>	<p>Dürr AG (freelancer / consma)</p>
<p>08.2010 - 01.2011 [6 month]</p>	<p>Service engineering, pre-sales: Support in responding to a public tender for a nationwide voice-over-IP solution.</p>	<p>T-Systems GmbH Audi AG (freelancer / consma)</p>
<p>07.2010 - 04.2011 [10 month]</p>	<p>Consulting, partial project management: Departmental project reporting: Excel programming with VBA, creation of a detailed portfolio item description.</p>	<p>T-Systems GmbH (freelancer / consma)</p>
<p>07.2009 - 06.2010 [1 year]</p>	<p>Service engineering, pre-sales: Support in responding to a public tender for nationwide replacement of the voice network with Voice-over-IP.</p>	<p>T-Systems GmbH Bundesagentur für Arbeit (freelancer / consma)</p>
<p>03.2009 - 05.2009 [3 month]</p>	<p>Outsourcing support, service engineering, offering: Due diligence support for a global outsourcing for the worldwide takeover of the WAN, LAN and Internet areas.</p>	<p>T-Systems GmbH BP p.l.c. (freelancer / consma)</p>
<p>12.2008 - 01.2009 [2 month]</p>	<p>Outsourcing support, service engineering, offering: Due diligence support for national outsourcing of the WAN, Internet and voice sectors.</p>	<p>T-Systems GmbH Sunrise Communications AG (freelancer / consma)</p>
<p>04.2008 - 02.2009 [11 month]</p>	<p>Project management, rollout management, process management: Development of a voice migration concept. Sub-project management of VW PBX trunking via IP.</p>	<p>T-Systems GmbH Volkswagen AG (freelancer / consma)</p>

03.2008 [1 month]	Service engineering, pre-sales: <i>Conception of an optimized service offering for data transfer between 80 core locations and 250 retail shops in 7 European countries.</i>	T-Systems GmbH <i>Bridgestone Europe NV/SA (freelancer / consma)</i>
09.2007 - 11.2007 [3 month]	Outsourcing support, service engineering, offering: <i>Due diligence support for global outsourcing of the following areas: WAN, LAN, Fixed/Mobile Telephony, Satellite Services, Audio/Video Conferencing.</i>	T-Systems GmbH <i>Royal Dutch Shell plc (freelancer / consma)</i>
07.2007 - 08.2007 [2 month]	Crisis Management: <i>Stabilization and quality improvement of service.</i>	T-Systems GmbH <i>LDI Hessen (freelancer / consma)</i>
02.2007 - 06.2007 [5 month]	Project management, process management: <i>sub-project management "Optimization of the complaint and escalation process".</i>	T-Systems GmbH <i>Deutsche Post AG (freelancer / consma)</i>
09.2006 - 01.2007 [5 month]	Consulting, service management: <i>Creation of a concept for the generic coupling of incident, problem and order management systems.</i>	Bosch GmbH <i>(freelancer / consma)</i>
11.2006 [1 month]	Process management: <i>Process modeling and documentation of a rollout process for setting up a radio network.</i>	T-Systems GmbH <i>Deutsche Bahn AG (freelancer / consma)</i>
08.2006 - 12.2006 [5 month]	Outsourcing support, service engineering, offering: <i>Due diligence support for the outsourcing of an existing global WAN network with 4 providers.</i>	T-Systems GmbH <i>Lufthansa Systems GmbH (freelancer / consma)</i>
06.2004 - 07.2006 [2,25 years]	Interim management, service & delivery: <i>for a Europe-wide travel agency network with 1,100 agencies with direct customer responsibility.</i>	T-Systems GmbH <i>Lufthansa Systems GmbH (freelancer / consma)</i>
10.2004 - 11.2004 [2 month]	Service engineering, pre-sales: <i>Conception of a service offering for a nationwide VoIP solution and a worldwide call center IT outsourcing of 8 call centers with over 1,000 agents.</i>	T-Systems GmbH <i>Lufthansa Systems GmbH (freelancer / consma)</i>

PROFESSIONAL CAREER AS AN EMPLOYEE

<p>10.2002 - 12.2004 [2,25 years]</p>	<p>Line management, Director "Product Management": <i>International responsibility for operational product management and strategic product marketing for working time and process management software.</i></p>	<p>Atoss AG <i>(employee)</i></p>
<p>09.2001 - 09.2002 [1 year]</p>	<p>Line management, Program manager "Network & Sales": <i>Responsible for cross-departmental end-to-end testing and for the creation of sales control software (budget EUR 1.9 million) with 45 employees.</i></p>	<p>Quam GmbH <i>(employee)</i></p>
<p>07.2000 - 08.2001 [1,25 years]</p>	<p>Line management, Head of "Network Provisioning": <i>National-wide development and responsibility for the department "Network Provisioning" with 49 employees.</i></p>	<p>Callino GmbH <i>(employee)</i></p>
<p>01.1996 - 06.2000 [4,5 years]</p>	<p>Line management, Head of "Service Management": <i>Regional responsibility for the department "Customer Service Management" of the Munich branch with 58 employees.</i></p>	<p>DeTeSystem GmbH <i>(employee)</i></p>
<p>06.1990 - 12.1995 [5,5 years]</p>	<p>Line management, Manager "IT & Quality Management": <i>Responsibility for the entire company networking as well as company-wide IT implementation.</i></p>	<p>Kreuzer GmbH <i>(employee)</i></p>
<p>10.1985 - 04.1990</p>	<p>Study of precision engineering, focus on "production and automation": <i>Graduated as a Diplom-Ingenieur (FH), final grade: 1.7 Diploma thesis: "Development and commissioning of an automated assembly robot for a plasma deposition system".</i></p>	<p>University of Applied Sciences Munich</p>
<p>09.1975 - 06.1984</p>	<p>A-levels</p>	<p>High school "Graf-Rasso" <i>Fürstenfeldbruck near Munich</i></p>