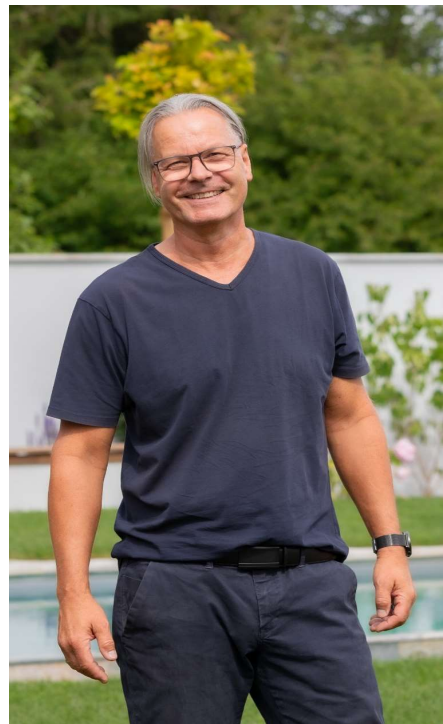


# REFERENCES

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<p>·T·Systems· BARMER</p>	<p>Catalog management 10.2023 - 12.2024 [ 1,25 years ]</p>	<p>Project management in the area of IT OSS/BSS</p>	<ul style="list-style-type: none"> <li>■ Sub-project management for catalog management.</li> <li>■ Scope definition for the provision of 90 catalog products.</li> <li>■ Scope definition of 90 necessary catalog products as part of a contract carve-out.</li> <li>■ Definition and coordination of frontend mockup, help texts, variables, workflow.</li> <li>■ Definition of test scenarios and test cases, organization, implementation and documentation of customer acceptance tests including remediation and defect management.</li> <li>■ Project management with weekly management report.</li> </ul>
<p>·T·Systems·</p>	<p>Catalog management 10.2022 - 09.2023 [ 1 year ]</p>	<p>Operational management in the area of IT OSS/BSS</p>	<ul style="list-style-type: none"> <li>■ Operational management and coordination of 6 catalog managers.</li> <li>■ Coordination, coordination and documentation of all planned catalog elements to be implemented.</li> <li>■ Weekly status reporting with the catalog managers regarding implementation status, delays and escalations.</li> <li>■ Monthly status reporting to management, highlighting control requirements and necessary adjustments.</li> </ul>
<p>·T·Systems·</p>	<p>ITSM tool migration 10.2021 - 09.2022 [ 1 year ]</p>	<p>Project management in the area of IT OSS/BSS</p>	<ul style="list-style-type: none"> <li>■ Migration of the globally used ITSM tool "HP Service Manager 9" to "ServiceNow" in live operation.</li> <li>■ Account interviews to determine contractual details and necessary individual adjustments.</li> <li>■ Ensuring the scope for migration in technological migration waves and identifying the contact persons.</li> <li>■ Coordination, coordination, implementation and documentation of all incident interface E2E tests with 60 end customers.</li> <li>■ Coordination of defect documentation and retesting after resolution.</li> <li>■ Daily status reporting to management, showing the control needs and the necessary adjustments.</li> </ul>
<p>·T·Systems·</p> 	<p>IT tool introduction 04.2017 - 09.2021 [ 4,5 years ]</p>	<p>Project management in the area of IT OSS/BSS</p>	<ul style="list-style-type: none"> <li>■ Project management for the introduction / coupling of the provider's and the customer's operational and business support systems.</li> <li>■ Control of project planning (organization, budget, deadlines, milestones, work packages, processes, quality, risk management, key figures) and the operational implementation of several sub-streams in the OSS and BSS environment.</li> <li>■ Negotiation of an internal project order from the customer contract (specifications for content, deadlines, costs and quality) with the project owner and project client.</li> <li>■ Decisions to ensure the project results (quality, on time within the planned budget framework) and qualified reporting &amp; monitoring (project controlling).</li> <li>■ Ensuring the project results and handing them over to the operational live operation.</li> <li>■ Implementation of best practice approaches to improve project management performance.</li> <li>■ Advising management on strategic IT issues and the further development of the business area.</li> </ul>

	<p>Energy industry 05.2015 - 03.2017 [ 2 years ]</p>	<p>Project management in the area of software engineering</p>	<ul style="list-style-type: none"> <li>■ Overall project management of an industry energy management solution for intelligent transparency, analysis and optimization of energy data as well as a digital charging management platform for electromobility.</li> <li>■ Budgeting and reporting.</li> <li>■ Team management for the following topics:                         <ul style="list-style-type: none"> <li>- Requirements management</li> <li>- Software technical implementation</li> <li>- Test management</li> <li>- Documentation</li> </ul> </li> </ul>
	<p>Energy industry 04.2013 – 12.2015 [ 2,75 years ]</p>	<p>Project management in the area of software engineering</p>	<ul style="list-style-type: none"> <li>■ Overall project management and product owner of a home energy management solution for the intelligent optimization of self-supply of electricity.</li> <li>■ Team management.</li> <li>■ Coordination of manufacturers and external partner companies.</li> <li>■ Budgeting and reporting.</li> <li>■ Solution conception for the following applications:                         <ul style="list-style-type: none"> <li>- Portal</li> <li>- Configuration settings</li> <li>- Electricity</li> <li>- Photovoltaics</li> <li>- Battery</li> <li>- Heat pump/air conditioning</li> <li>- Electromobility</li> <li>- Installers</li> </ul> </li> <li>■ Requirement management and technical preparation of the necessary specifications.</li> <li>■ Implementation and test management.</li> <li>■ Documentation.</li> <li>■ Responsive applications on different end devices (PC, tablet, smartphone).</li> <li>■ Portal with dashboard and settings/device management.</li> </ul>
	<p>Energy industry 12.2011 – 02.2013 [ 1,25 years ]</p>	<p>Project management in the area of software engineering</p>	<ul style="list-style-type: none"> <li>■ Overall project management in the area of portal and application creation of an energy efficiency solution for Germany's number 1 multimedia service provider and a large German telecommunications and IT system house for the technical connection of different energy generation systems, consumers and meters of individual properties as well as a visualization of the recorded data in a portal and mobile applications.</li> <li>■ Team management of nine employees.</li> <li>■ Coordination of manufacturers and four external partner companies.</li> <li>■ Acquisition, instruction and support of six test households.</li> <li>■ Budgeting and reporting.</li> <li>■ Creation and coordination of a rough concept.</li> <li>■ Requirements management and technical elaboration of the necessary specifications for electricity consumption, photovoltaics, combined heat and power plants, heat pumps and load management.</li> <li>■ Implementation and test management.</li> <li>■ Documentation.</li> </ul>

	<p>Crisis management 08.2011– 11.2011 [ 4 month ]</p>	<p>IT tool introduction</p>	<ul style="list-style-type: none"> <li>■ Mediation, evaluation and follow-up of the introduction of "Microsoft SharePoint 2010" at Dürr AG (global stock corporation with 6,000 employees in 21 countries).</li> <li>■ Action plan and specification preparation.</li> <li>■ Implementation control of the measures.</li> <li>■ Transparency through weekly status.</li> <li>■ Moderation of the steering committee at the board and vice president level.</li> <li>■ Documentation.</li> </ul>
	<p>Service engineering 08.2010 – 01.2011 [ 6 month ]</p>	<p>Pre-sales</p>	<ul style="list-style-type: none"> <li>■ Support in responding to a public tender with customer negotiations and presentations for a nationwide replacement of the voice network with Voice-over-IP for 45,000 users at four locations.</li> <li>■ Development of a service offering.</li> <li>■ Conception of a service management platform.</li> </ul>
	<p>Consulting 07.2010 – 04.2011 [ 10 month ]</p>	<p>Reporting and portfolio management</p>	<ul style="list-style-type: none"> <li>■ Sub-project management "Reporting project quality": - Excel programming with VBA</li> <li>■ Sub-project management "Portfolio management": - Structured creation of a detailed Portfolio item description</li> </ul>
	<p>Service engineering 07.2009 – 06.2010 [ 1 year ]</p>	<p>Pre-sales</p>	<ul style="list-style-type: none"> <li>■ Support in responding to a public tender with customer negotiations and presentations.</li> <li>■ Nationwide replacement of the voice network with Voice-over-IP for 150,000 users.</li> <li>■ Development of a service offering.</li> <li>■ Conception and description of a service management platform.</li> <li>■ Development of a complex training and testing and acceptance concept.</li> </ul>
	<p>Outsourcing support 03.2009 – 05.2009 [ 3 month ]</p>	<p>Service engineering / offering</p>	<ul style="list-style-type: none"> <li>■ Due diligence support for global outsourcing for the worldwide takeover of the WAN, LAN and Internet areas.</li> <li>■ On-site encouragement in London / Great Britain.</li> <li>■ Review and evaluate service contracts.</li> <li>■ Design of an optimized service offering.</li> </ul>
	<p>Outsourcing support 12.2008 – 01.2009 [ 2 month ]</p>	<p>Service engineering / offering</p>	<ul style="list-style-type: none"> <li>■ Due diligence support for national outsourcing.</li> <li>■ On-site encouragement in Zurich / Switzerland.</li> <li>■ Takeover of 275 business customers.</li> <li>■ WAN, Internet and voice areas.</li> <li>■ Review and evaluate service contracts.</li> <li>■ Interviews with the service organizations concerned.</li> <li>■ Development of an optimized service offering.</li> </ul>

	<p>Project management 04.2008 – 02.2009 [ 11 month ]</p>	<p>VoIP migration planning rollout management</p>	<ul style="list-style-type: none"> <li>■ Development of a voice migration concept from PSTN to Voice-over-IP.</li> <li>■ Development of a pilot concept "VoIP" at the VW site in Wolfsburg</li> <li>■ Sub-project management of VW PBX trunking over IP.</li> <li>■ Planning of the trunking implementation.</li> <li>■ Coordination of the trunking implementation.</li> <li>■ Documentation of the trunking implementation.</li> <li>■ Creation of a configuration management concept.</li> <li>■ Creation and documentation of the trunking process.</li> <li>■ Definition and documentation of the service level commitments and reporting.</li> <li>■ Creation of an operating concept.</li> <li>■ Implementation of the handover to regular operation.</li> </ul>
	<p>Service engineering 03.2008 [ 1 month ]</p>	<p>Pre-sales</p>	<ul style="list-style-type: none"> <li>■ Conception of an optimized service offering.</li> <li>■ The development was carried out exclusively in English.</li> <li>■ Development of a service concept with description of all ITIL processes for an international communications network.</li> <li>■ Data transfer between 80 core locations and 250 retail shops in 7 European countries.</li> <li>■ Development of a service level agreement with a clear definition of the customer solution-specific service level commitments, measurement methods and points as well as determination of compensation rules.</li> <li>■ Development of a reporting concept with network monitoring, alarm integration and performance reports.</li> </ul>
	<p>Outsourcing support 09.2007 – 11.2007 [ 3 month ]</p>	<p>Service engineering / offering</p>	<ul style="list-style-type: none"> <li>■ Due Diligence-Support für ein weltweites Outsourcing.</li> <li>■ On-site encouragement in The Hague / Netherlands.</li> <li>■ Areas WAN, LAN, fixed and mobile telephony, satellite services, Audio &amp; video conferencing services.</li> <li>■ Review and evaluate service contracts.</li> <li>■ Development of an optimized service offering.</li> <li>■ Takeover of 300 employees worldwide.</li> <li>■ Setup/expansion of three operations centers in Europe, USA and Asia.</li> </ul>
	<p>Crisis management 07.2007 – 08.2007 [ 2 month ]</p>	<p>Service management</p>	<ul style="list-style-type: none"> <li>■ Stabilization and quality improvement of the service.</li> <li>■ Action plan.</li> <li>■ Implementation of the measures.</li> <li>■ Reporting of incidents and change cases.</li> <li>■ Documentation of the network.</li> </ul>
	<p>Process management 02.2007 – 06.2007 [ 5 month ]</p>	<p>Optimization of the complaints and escalation process</p>	<ul style="list-style-type: none"> <li>■ Sub-project management "Optimization of the complaint and escalation process".</li> <li>■ Analysis of old process.</li> <li>■ Conception of process optimizations.</li> <li>■ Process modeling and documentation according to "Business Process Modeling Notation" (BPMN).</li> <li>■ Preparation of specifications for adjustments to the complaint management tool.</li> <li>■ Nationwide training of all organizational units involved.</li> <li>■ Creation of a comprehensive dashboard for key performance indicators (KPI) including drill-down reports, trend displays and traffic light ratings across the various company areas, processes and delivery units.</li> <li>■ Support of the process introduction.</li> </ul>

	<p>Consulting 09.2006 – 01.2007 [ 5 month ]</p>	<p>Service engineering</p>	<ul style="list-style-type: none"> <li>■ Creation of a concept for the generic coupling of incident, problem and order management systems for internal and external service partners.</li> <li>■ Creation of a business case for the above concept.</li> </ul>
	<p>Outsourcing support 08.2006 – 12.2006 [ 5 month ]</p>	<p>Service engineering / offering</p>	<ul style="list-style-type: none"> <li>■ Due diligence support for the outsourcing of an existing global WAN network with 4 providers.</li> <li>■ Reviewing and evaluating service contracts.</li> <li>■ Development of an optimized service offering.</li> <li>■ Design of a service management platform:                         <ul style="list-style-type: none"> <li>- Systematic data collection of all relevant data (CMBD)</li> <li>- Automated workflow mapping Incident, Order, Change</li> <li>- Role-based user-dependent online drill-down reporting</li> <li>- Mapping of a dashboard</li> </ul> </li> </ul>
	<p>Process management 11.2006 [ 1 month ]</p>	<p>process modeling and documentation</p>	<ul style="list-style-type: none"> <li>■ Process modeling and documentation of a rollout process according to "Business Process Modeling Notation" (BPMN) for the construction of a radio network.</li> </ul>
	<p>Interims management 06.2004 – 07.2006 [ 2,25 years ]</p>	<p>Service &amp; delivery management</p>	<ul style="list-style-type: none"> <li>■ Interim management as an active service and delivery manager for a Europe-wide travel agency network with direct customer and provider responsibility and on-site encouragement:                         <ul style="list-style-type: none"> <li>- London / Great Britain</li> <li>- Paris / France</li> <li>- Brussels / Belgium:</li> </ul> </li> <li>■ Active SLA and OLA management for:                         <ul style="list-style-type: none"> <li>- Europe-wide travel agency network with 1,100 agencies</li> <li>- in 10 countries</li> <li>- with 15 providers</li> </ul> </li> <li>■ Country-specific drill-down reporting.</li> <li>■ Electronic bidirectional coupling of two incident management systems.</li> <li>■ Process management according to BPMN (design, documentation, monitoring).</li> <li>■ Conception and implementation of a fully electronic service guide.</li> </ul>
	<p>Service engineering / Offering 10.2004 – 11.2004 [ 2 month ]</p>	<p>Pre-sales</p>	<ul style="list-style-type: none"> <li>■ Conception of a service offering for a nationwide Voice-over-IP solution.</li> <li>■ Conception of a service offering for a call center IT outsourcing for 8 call centers worldwide with over 1,000 agents.</li> <li>■ Conception and implementation of a service manual for a worldwide network-based call center solution for routing approx. 150 service numbers in 40 countries by providers or 3rd party carriers as well as scheduling calls.</li> </ul>
	<p>Line management 10.2002 – 12.2004 [ 2,25 years ]</p>	<p>Director "Product Management"</p>	<ul style="list-style-type: none"> <li>■ International responsibility for operational product management and strategic product marketing.</li> <li>■ Development of market and solution visions.</li> <li>■ Transformation of market requirements into a profitable product strategy.</li> <li>■ Modeling and introduction of standardized product management processes.</li> <li>■ Introduction of structured requirement engineering.</li> <li>■ Moderation, coordination and motivation of the various business areas.</li> </ul>

	<p>Line management 09.2001 – 09.2002 [ 1 year ]</p>	<p>Program Manager "Network" &amp; Program Manager "Sales"</p>	<ul style="list-style-type: none"> <li>■ Responsible for cross-departmental end-to-end testing of the entire mobile communications value chain.</li> <li>■ Recruiting and managing a 45-strong test team with 7 test team leaders.</li> <li>■ Ensuring successful market entry.</li> <li>■ Responsible for creating sales management software with a budget of EUR 1.9 million.</li> <li>■ Recruiting and managing a project team of 5 project managers, 25 team members and 4 service partners.</li> <li>■ The successfully implemented company-wide intranet application was implemented in multiple languages (German, English, Spanish, Finnish).</li> <li>■ The focus was on the integration of sales-specific IT applications for the analysis, control and optimization of resources, processes, projects and information.</li> </ul>
	<p>Line management 07.2000 – 08.2001 [ 1,25 years ]</p>	<p>Department head of "Network Provisioning"</p>	<ul style="list-style-type: none"> <li>■ National structure and responsibility for the Network Provisioning area (3 central teams with a total of 28 employees and regional teams with a total of 21 employees).</li> <li>■ Ensuring process modeling and the definition of service level agreements with service partners.</li> <li>■ Selection and timely introduction as well as necessary adjustments to the provisioning infrastructure.</li> <li>■ Responsibility for active network modification, network optimization and 3rd level support.</li> </ul>
	<p>Line management 01.1996 – 06.2000 [ 4,5 years ]</p>	<p>Department head of "Service Management"</p>	<ul style="list-style-type: none"> <li>■ Regional responsibility for the "Customer Service Management" department of the Munich branch.</li> <li>■ Management of 4 teams with a total of 58 employees.</li> <li>■ Coverage of the entire after-sales service/support including proactive network operation.</li> <li>■ National and international system solutions for the following customers, among others:                         <ul style="list-style-type: none"> <li>- ADAC                      - Hypo-Vereinsbank</li> <li>- Allianz                    - Siemens</li> <li>- BMW                        - MAN</li> </ul> </li> <li>■ Alignment of the department from pure element care to the areas of service and customer care, participation in the offer and implementation phase (service engineering) as well as future-oriented market segments (intranet, application operation, security).</li> </ul>
	<p>Line management  06.1990 – 12.1995 [ 5,5 years ]</p>	<p>Manager "IT &amp; Quality management"</p>	<ul style="list-style-type: none"> <li>■ Responsibility for the complete company networking as well as the company-wide IT implementation in:                         <ul style="list-style-type: none"> <li>- Sales</li> <li>- Construction</li> <li>- Work preparation</li> <li>- Warehousing</li> <li>- Financial accounting</li> </ul> </li> <li>■ Ensuring the continuous expansion of the IT area.</li> <li>■ Responsibility for the introduction of systematic quality monitoring.</li> <li>■ Introduction of DIN ISO 9001 up to certification.</li> </ul>