

## Summary of Qualifications

(1990) Apprenticeship as an Electrician

(2001) Job related introduction to Remedy products

## Professional Experience

I have experience in a wide range of freelance work in the following branches, systems engineering, automobile industry, industry, trade, postal, telecommunications, software and systems, civil service, council administration, financial services. Below is a summary of the projects I worked on with the companies involved and the dates of the collaboration.

March 2010 Aug 2011

Universal PCtech

Voting system

Creation of a Voting system for a nationwide Dance Competition.  
Designing the data flow diagram, Designing the specification, Administration of the ARSystem, administration and developing of current systems, generating masks, workflow programming, database queries with SQL, integration tests, Creation of crystal reports and dashboard design

ARSystem 7.5, Mid-Tier, MS-SQL, Windows Server 2003, Crystal Reports

November 2010 March 2011

T-Systems International GmbH Germany

Test management

Creation of Test documentation and Test cases  
Preparation and monitoring through the regression test of the customer. Error analysis and their correction when converting to a multilingual application.

Administration of the ARSystem, Release production, administration and developing of current systems, generating, masks, workflow programming, database queries with SQL, integration tests, analysis of current business workflows, preparation and migration from ARS 6.3 to ARS 7.5  
Siemens SIS m GmbH / Duesseldorf / Germany

March 2007 July 2009

Administration of the ARSystem, Release production, administration and developing of current systems, generating, masks, workflow programming, database queries with SQL, integration tests, analysis of current business workflows, preparation and migration of existing applications to ARS Remedy 6.3, preparation and migration from ARS 6.3 to ARS 7.1, creation and configuration of ARS Server-Groups as a loadbalanced environment with business continuity management

August 2006 March 2007

IZB Muenchen Frankfurt a. M. GmbH / Munich / Germany

Administration of the ARSystem, Release production, administration and developing of current systems, generating, masks, workflow programming, database queries with SQL, integration tests, analysis of current business workflows, preparation and migration of existing applications to ARS Remedy 6.3, development of interfaces with ARS DSO, development of interfaces between two ARSystems without DSO, extension of the server landscape to server groups and availability testing

July 2006 August 2007

O2 / Munich / Germany

Administration of the ARSystem, Release production, administration and developing of current systems, generating, masks, workflow programming, database queries with SQL, integration tests, analysis of current business workflows, migration of existing applications to ARS Remedy 7.0, installation from ARS to Unix servers, work and changes to the BMC ITSM Suite on the basis of the previously implemented version 6, work with CMDB

September 2005 July 2006

Ascom Deutschland GmbH / Aachen / Germany

Administration of the ARSystem, Release production, administration and developing of current systems, generating masks, workflow programming, database queries with SQL, integration tests, analysis of current business workflows, migration of existing applications to ARS Remedy 6.3, revising the application for Japanese users

January 2005 September 2005

Ascom Deutschland GmbH / Aachen / Germany

Administration of the ARSystem, Release production, administration and developing of current systems, generating masks, workflow programming, database queries with SQL, integration tests, analysis of current business workflows, migration of existing applications to ARS Remedy 6.3

September 2004 December 2004

Hessische Central for Data Processing / Wiesbaden / Germany

Administration of the ARSystem, Release production, administration and developing of current systems, generating masks, workflow programming, database queries with SQL, integration tests, analysis of current business workflows

April 2003 September 2004

Ascom AG / Solothurn / Switzerland

System management tool, network integration, administration of the ARSystem, maintenance of the Remedy Databases under Oracle 8.x, Release production, producing detail-specifications for the handing over of Release suggestions to clients, administration and developing of current systems, generating masks, workflow programming, use of the ARS API to Perl, analysis of the server and database load on running systems, database queries with SQL , installation of the ARSystem after a server or database move, process inspection

April 2002 April 2003

BMW Group / Munich / Germany

Change management, administration of the ARSystem, user support, maintenance of the Remedy Databases under Oracle 8.x , Planrelease production, administration of current systems and development of the work-specific changes , preparation for the version change to 5.x, generating, masks, workflow programming, use of the ARS API to Perl, analysis of the server and database load on running systems, database queries with SQL, producing the handbook introducing current changes, installation of the ARSystem, inspection under Unix

August 2001 February 2002

Post AG / Darmstadt /Germany

Problem management, generation, masks, programming workflows, database queries, system controlling

April 2001 August 2001

Tenovis AG / Frankfurt / Germany

Administrating internal Ethernet, patching data boxes, database maintenance, network hotline

March 2000 April 2001

Elektro Reick / Siegburg / Germany

Planning and producing Microsoft networks, laying cables, administrating networks, patching data boxes, measuring data lines

## Additional Skills

Languages	German, English
Hardware	HP, Wavetech, PC, Siemens SPS, SUN
Operating Systems	Dos, HPUX, MS-DOS, SUN-OS, Solaris, Unix: SuSE, Debian, RedHat, Linspire, Windows
Programming Languages	Basic, Mantis, Perl, PL/SQL
Databases	Access, DB2, Informix, MS SQL Server, MS-SQL / mySQL, ODBC, Oracle, Quest: Tools, SQL
Data Communication	Ethernet, Internet, Intranet, ISDN, LAN, LAN Manager, NetBeui, parallel interfaces, PC-Anywhere, TCP/IP, Token Ring, Windows Network Interfaces for the connection of SMS Gateways and Fax Gateways Interfaces for the connection of CTI applications

## References

From Ascom Systec AG / Solothurn / Switzerland / on 08.12.04

The consultant possesses an excellent, accessible knowledge of his subject, which he continues to expand through an interest in further education. He used his initiative, grasped all necessary measures and carried them through. We know and appreciate the consultant as a trustworthy, intelligent and responsible colleague. Most important were his precise results and his ability to work in a team, together with openness for new ideas. All tasks given to him have been fulfilled to total satisfaction. Working with the consultant was very pleasant. His approach to clients, superiors and colleagues was consistently exemplary

From Siemens SIS m GmbH / Duesseldorf / Germany

Attached at the end of this document

## Extra Comments

There is a special interest in the area of Remedy administration and the development and leadership of workflow systems to be realized with ARS.