

Expert Profile



Personal data			
Year of Birth	1971		
Locations	worldwide		
Availability	negotiable		

Summary
<p>This candidate is a self-employed IT consultant and project manager. He was employed as Sourcing Consultant for more than 7 years in a reputable Management Consulting Firm. Prior to that he was in employment with distinguished international IT service providers. He has a technical and economic background, as well as profound experiences in IT outsourcing.</p>

Highlights / Competencies
<p>Project management, IT consultancy, sourcing, outsourcing, economic science consulting, contract & provider management, service management, IT management, tender / RFP processes, due diligence, asset transfer, IT service catalogues, service level agreements, controlling, service charging, governance, IT strategy, consulting, procurement, asset management, ITIL, COBIT, business process design, entrepreneurial knowledge, project portfolio management, data centres, client-server, desktops / electronic workplaces, corporate network, application management</p>

Education	
University degrees	Technology Management M.Sc., Business School Univ. Manchester Physics (with Electronics) B.Sc. (Hons.), Univ. Manchester
Profession	IT Merchant, Handelskammer Hamburg.

Work experience		
2007-today	self-employed consultant	Project manager / IT Management Consultant
2000-2007	Navisco AG	Senior IT sourcing consultant / Project manager / IT Consultant
1999-2000	Lufthansa Systems Network Services GmbH	Manager Finance & Controlling, Assistant to the Managing Director
1996-1999	CompuNet	Controller for system engineering and managed services departments
1995-1996	CompuNet	System engineer
1994-1995	CompuNet	System technician

Projects	
12 Months – 2017 / 2018	(49) Transition management [IT Provider for Small and Medium Businesses]
Project	Project lead in transition projects for onboarding of outsourcing customers.
Role	Transition manager
Deliverables	<ul style="list-style-type: none"> • Leading of transition projects with outsourcing customers on the basis of the standard catalogue of services or additional individual services • Project lead for migration of existing customers into Cloud based services • Project planning (milestones, subprojects, subtasks) • Organisation of regular internal and external workshops and telephone conferences • Project monitoring and reporting • Handover to operations and acceptance certification
27 Months – 2015 / 2016 / 2017	(48) Program- and project management [IT Provider for Small and Medium Businesses]
Project	Programm management for large accounts in the energy sector.
Role	Program manager / project lead / part of customer excellence team
Deliverables	<ul style="list-style-type: none"> • Coordination and status tracking of action items • Drafting of project change requests • Project controlling and coordination of invoicing processes for project based services • Weekly reporting, moderation of project status meetings • Preparation and post processing of project meetings • Projektinterface between faculties, service management and the customer • Project lead and coordination of various project based topics
12 months – 2014 / 2015	(47) Reworking of SoWs [IT service provider for financial institutions]
Project	Reworking / Improvement of Statements of Work. Integration of standard IT service portfolio and previously created service modules. Definition of service products and services for: datacentre, client services, server services, storage, database, telecommunication, network.
Role	Senior Consultant
Deliverables	<ul style="list-style-type: none"> • Reworked service descriptions (SoW) • Integration of technical service and process modules. • Negotiation / consultation with customer.
24 months – 2013 / 2014 / 2015	(46) Solution Management [IT service provider for financial institutions]

<p>Project</p> <p>Role</p> <p>Deliverables</p>	<p>Processing of non-standard orders, product definition and drafting of offers for IT services in the areas workplace, groupware, server, datacentre, storage, database, network services.</p> <p>Consultant / offer management</p> <ul style="list-style-type: none"> • Specification / definition of requirements with customers • evaluation of non-standard requirements • alignment with standard services where possible • coordination of solution design • evaluation of production and operations efforts • coordination with account management and finance • commercial offers for non-standard service requests • contractual updates • regular status reporting.
<p>4 months – 2011</p>	<p>(45) Standardisation of service modules [IT service provider for financial institutions]</p>
<p>Project</p> <p>Role</p> <p>Deliverables</p>	<p>Modulisation of standard IT service portfolio. Definition of service products and services: datacentre, client services, server services, storage, database, telecommunication, network.</p> <p>Senior Consultant</p> <ul style="list-style-type: none"> • Reworked service descriptions (SoW) • Drafting of technical service modules • Consultation for process service modules.
<p>11 months – 2010 / 2011</p>	<p>(44) Solution Management [IT service provider for financial institutions]</p>
<p>Project</p> <p>Role</p> <p>Deliverables</p>	<p>Processing of non-standard orders, product definition and drafting of offers for all kinds of IT services.</p> <p>Consultant / offer management</p> <ul style="list-style-type: none"> • definition / agreement on required services • evaluation of production efforts • coordination with account management and finance • commercial offers for non-standard service requests • contractual updates • reporting.
<p>7 months – 2010 / 2011</p>	<p>(43) Contract audit [in-flight service provider]</p>
<p>Project</p> <p>Role</p> <p>Deliverables</p>	<p>Audit, analysis and optimisation of existing outsourcing contract. Detailing of Statements of Work, product definition and renegotiation in the areas of client services, data centre services and network communications.</p> <p>Managing Consultant</p> <ul style="list-style-type: none"> • Survey and analysis of customer and client issues • Gap-analysis / weaknesses of contract documents • Renegotiation results and updated Statements of Work.

3 months – 2010	(42) [Fond and Asset Management company]
Project	Support in detailing of service description, product definition as well as contract negotiation in the area of office communication and workplace services.
Role	Consultant
Deliverables	<ul style="list-style-type: none"> • Re-drafting and negotiation of statements of work (SoW) for office communication and workplace services • Support in creation of appendices and contractual documents (e.g. pricing).
4 months – 2009 / 2010	(41) [leading manufacturer of anthroposophic medicines and natural cosmetics]
Project	Consulting and quality assurance in documentation of the company IT strategy for company internal use and communication.
Role	Consultant
Deliverables	<ul style="list-style-type: none"> • Initial drafting of document • Consulting in topic selection and detailing • Quality assurance of intermediate results.
9 months – 2009 / 2010	(40) [DAX company]
Project	Business process outsourcing as part of company spin-off. System build and operation of payroll accounting.
Role	Direct support of the project leader, project support
Deliverables	<ul style="list-style-type: none"> • Project monitoring, status and progress reporting • Definition and refreshing of milestone plan • Drafting and ensuring project documentation • Risk analysis • Process definition for change request procedure.
4 months – 2009	(39) [Fond and Asset Management company]
Project	Drafting of a request for proposal for the service areas data centre, communications, electronic workplaces, and service management.
Role	Consultant
Deliverables	<ul style="list-style-type: none"> • Drafting of statements of work (SoW) for electronic workplaces, Bereiche Data Centre, Communications, Service Management processes • Support during drafting of the request for proposal document (pricing, questionnaire, contractual terms,..) • Definition of selection and evaluation criteria • Support during cost analysis and cost survey • Support of business case creation • Analysis, comparison and evaluation of submitted tenders.
1 month – 2009	(38) [leading provider for electrical building infrastructure]

Project	Creation of statements of work for the service areas: data centre, communications, electronic workplaces, service management and User Helpdesk.
Role	Consultant
Deliverables	<ul style="list-style-type: none"> • First draft of statements of work and service description • Agreement of specific tasks.
1 month – 2009	(37) [international solution provider for mission-critical communication]
Project	Creation of statements of work for the service areas: data centre, communications, and electronic workplaces.
Role	Consultant
Deliverables	<ul style="list-style-type: none"> • First draft of statements of work and service description • Agreement of specific tasks.
1 month – 2009	(36) [leading recruitment company]
Project	Support in preparation of contract negotiations as well as market comparison of offered terms & conditions (Quick-Price-Check).
Role	Consultant
Deliverables	<ul style="list-style-type: none"> • Analysis and documentation of „commercial issues“ • Market comparison of terms & conditions.
1 month – 2009	(35) [retail company of pharmaceutical industry]
Project	Support and quality assurance of business case for contract renegotiations.
Role	Consultant
Deliverables	<ul style="list-style-type: none"> • Analysis and evaluation of business case • Preparation of end results.
2 months – 2008 / 2009	(34) [world leading gas and engineering company]
Project	Support during contract negotiations, provider down-selection, business case adjustments.
Role	Consultant
Deliverables	<ul style="list-style-type: none"> • Negotiation workshops on statements of work • Agreement and updating of financial Business Case • Incorporation of changes (negotiation results).
3 months – 2008	(33) [world leading gas and engineering company]
Project	Consulting support in preparation and implementation of an international Due Diligence (data centre, SAP, network, messaging, server management).
Role	Consultant to the project leader

Deliverables	<ul style="list-style-type: none"> • Project plan and check lists • Support for scope decisions • Role descriptions for the participants • Clarification of data room rules and confidentiality requirements • Kick-off meetings with stream leads • Consulting during data collection, quality assurance • Interfacing to legal, procurement, overall project lead.
2 months – 2008	(32) [world leading gas and engineering company]
Project	Assistance of the customer in drafting of an In-house business case. Comparison with outsourcing tenders for data centre services.
Role	Project substream responsible
Deliverables	<ul style="list-style-type: none"> • Analysis interviews with specialist staff • Drafting and agreement of business case • Completeness of cost categories • Consultancy in data gathering • Evaluation of financial data • Creation of results presentation.
2 months – 2008	(31) [leading insurance company]
Project	Cost analysis and market comparison for work places (desktops and notebooks) of a leading company for insurance services.
Role	Deputy project manager
Deliverables	<ul style="list-style-type: none"> • Analysis interviews with specialist staff • Cost analysis, categorisation, clearing • Selection of peer group • Normalisation according to service quality and content • Evaluation and price comparison • Presentation of results.
4 months – 2008	(30) [one the world's leading airlines]
Project	Survey of quality issues within the identity management, concerning the group wide provision and processing of SAP-aided master data (personnel, organisational, and cost centres).
Role	Project manager
Deliverables	<ul style="list-style-type: none"> • Preparation and conduction of survey • Process analysis with specialised staff • Documentation, categorisation, evaluation • Definition catalogue of measures • Drafting concept for SAP organisational management • Tracking of change requests • Preparation of implementation projects (ORG, processes, communication).
8 months – 2007	(29) [one of Germany's largest health organisations]
Project	Preparation of IT cooperation: Due diligence of IT-Services as well as determination of IT budgets. Drafting of contractual agreements.

Role	Sub-project manager
Deliverables	<ul style="list-style-type: none"> • Determination of survey templates for inventory • Support during due diligence • Documentation of service descriptions incl. SLAs • Quality assurance of inventory • IT cost survey and budget verification • Project status reporting.
1 Month – 2007	(28) [premium retailer - Germany's oldest department store company]
Project	COBIT Alignment: Adjustment of roles and processes for the IT-Governance to the COBIT framework.
Role	Member of project team
Deliverables	<ul style="list-style-type: none"> • Interviews • Evaluation of processes • Organisational charts • Mapping of COBIT goals and processes to existing processes.
4 Months – 2007	(27) [world's largest catering company]
Project	Pricing model for IT-services: Transformation of fixed price charging to a service orientated volume based model.
Role	Project manager
Deliverables	<ul style="list-style-type: none"> • Drafting of service product catalogue • Quality assurance and marketability of prices and volumes • Support during negotiations • Documentation, drafting contract addendums • Project status reporting.
3 Months – 2007	(26) [leading carrier for worldwide container transportation]
Project	Sourcing Level: Analysis of tasks, process responsibilities and organisational interfaces between customer and service provider for management of the IT application operations regarding quality and effectiveness.
Role	Deputy project lead
Deliverables	<ul style="list-style-type: none"> • Conducting of interviews • Drafting analysis framework for sourcing-level • Compilation of sourcing options • Documentation and presentation.
4 Months - 2007/2006	(25) [world's largest catering company]
Project	Clearing Unit: Transfer of IT infrastructure assets and contracts to the service provider as part of international outsourcing.

Role	Project lead
Deliverables	<ul style="list-style-type: none"> • Primary / central contact person • Coordination with service provider • Coordination with regional controllers • Interface to the principal • Swimlane process design • Data collection, preparation for evaluation of market prices • Progress reporting of contract transfers • Project status reporting.
10 Months – 2006/2005	(24) [world's largest catering company]
Project	Preparation and negotiation of statements of work, service level and contractual documents.
Role	Sub-project manager
Deliverables	<ul style="list-style-type: none"> • Agreement of internationally coordinated and standardised work orders and service products for data centre, electronic workplace, service desk, WAN / communications • Negotiation and agreement of service levels • Documentation and contract drafting
4 Months – 2005	(23) [world leading gas and engineering company]
Project	Price benchmark: Comparison of pricing of internal and external service providers for SAP operation, Lotus Notes operation services, and management of corporate network.
Role	Senior consultant
Deliverables	<ul style="list-style-type: none"> • Drafting of service descriptions for the market comparison • Determination of service level • Conducting of workshops with service providers • Commercial price comparisons • Presentation of results
3 Months – 2005	(22) [world leading provider of intercontinental transportation and logistic services]
Project	SAP sourcing selection: Study of the in-house SAP management for „development“, „customizing“ and „maintenance“ for existing SAP systems as core competence, preparation of outsourcing to external provider.
Role	Member of project team
Deliverables	<ul style="list-style-type: none"> • Analysis and description of the business and IT strategy implications for SAP CRM and in-house modules • Inventory of current sourcing level of existing and planned modules • Inventory of available skills and economic situation • Determination and description of the targeted sourcing level for the SAP modules • Definition of the optimal sourcing cluster

	<ul style="list-style-type: none"> • Development of alternative scenarios • Recommendation for implementation.
3 Months – 2004	(21) [world leading provider of intercontinental transportation and logistic services]
Project	ePortal: Tender for „development“, „customizing“ and „maintenance“ services for the in-house ePortal
Role	Member of project team
Deliverables	<ul style="list-style-type: none"> • Analysis and description of scope, of deliverables and projects for the next three years (volume, budget, regions) • Agreement and description of the targeted partnership models with external service providers (core competencies, skills, processes, responsibilities, interfaces) • Comparison of available processes, service descriptions, SLAs from contracts • Drafting of contract (Master Agreement, Work Order Maintenance, Development, Governance Agreement) • Support during negotiations with service providers
3 Months – 2004	(20) [Sales and network organisation for continental Europe within energy utility company]
Project	Study for consolidation potential of IT services of assimilated companies purchased in central and eastern Europe.
Role	Senior consultant
Deliverables	<ul style="list-style-type: none"> • Analysis of existing documentation • Conducting of workshops with involved organisations • Drafting of service descriptions and standardised service levels.
3 Months – 2004	(19) [sourcing consultancy]
Project	Due diligence workbook & toolset: Development of a toolset and workbook for the professional conduction of IT due diligence projects.
Role	Deputy project lead
Deliverables	<ul style="list-style-type: none"> • Conceptual design • (Re-)drafting of workbook and instructions • Development of role concept • Creation of inventory toolset • Drafting of checklists • Drafting of interview guidelines • Conceptual design of risk management • Drafting of exemplary risk catalogue.
2 Months – 2004	(18) [TV shopping broadcaster]
Project	Contractual audit: Qualitative check of the contractual position of application hosting contracts.

Role	Senior consultant
Deliverables	<ul style="list-style-type: none"> • Check of contracts for completeness, risks, and market typical alignment • Comparison with contractual databases (SAP, server operations) • Anonymous comparison with market data (SAP) • Masked tender for price verification with competitors (all services) • Evaluation of draft for contract renewal • Development of suggestions for saving potentials considering the provided services • Development of scenarios and recommendations for further negotiation and procedure
2 Months – 2004	(17) [world leading provider of intercontinental transportation and logistic services]
Project	Screening / Partnership Management: Conceptual development of vendor evaluation model for tenders, finalist presentations and offers.
Role	Project lead
Deliverables	<ul style="list-style-type: none"> • Conceptual development of evaluation model • Definition of the award criteria matrix • Conceptualisation of weighting system • Tool implementation.
6 Months – 2004/ 2003	(16) [one of Germany's largest health organisations]
Project	Economic feasibility study regarding the consolidation of data centres and establishment of an operations company.
Role	Member of project team
Deliverables	<ul style="list-style-type: none"> • Analysis of scenarios • Gathering of cost information • Evaluation of necessary projects • Approximation of consolidation potentials • Results presentation.
5 Months – 2003	(15) [two of Germany's largest health organisations]
Project	Data centre evaluation: Visit and evaluation of the data centres of two of Germany's largest health insurance companies.
Role	Senior consultant
Deliverables	<ul style="list-style-type: none"> • Visit and evaluation of data centres • Definition of evaluation criteria matrix • Information collection and documentation • Comparison of strengths and weaknesses • Analysis of process maturity • Compilation of various consolidation scenarios.
3 Months –	(14) [world leading provider of intercontinental transportation and

2003	logistic services]
Project	Market screening Message Broker: Market analysis, evaluation and selection of service providers.
Role	Member of project team
Deliverables	<ul style="list-style-type: none"> • Analysis and description of deliverables and projects for Tracking & Tracing • Market analysis of available Tracking & Tracing systems and suitable partners • Description and evaluation of available Tracking & Tracing solutions • Evaluation and recommendation of partners • Drafting of decision memo
9 Months – 2003/ 2002	(13) [leading coffee and retail company]
Project	Infrastructure move: Location change and consolidation of IT infrastructures after company acquisition.
Role	Deputy (commercial) project manager
Deliverables	<ul style="list-style-type: none"> • Monitoring and reporting of project budgets • Taking project minutes • Submission of project- and invest applications • Project status reporting.
4 Months – 2002	(12) [world leading provider of intercontinental transportation and logistic services]
Project	Corporate network: Accompaniment of tender process for the worldwide corporate network.
Role	Member of project team
Deliverables	<ul style="list-style-type: none"> • Drafting of tender documents for service modules (WAN MPLS, VPN, RAS, Internet, Security) • Issuance of Request for Proposal • Analysis and evaluation of offers • Compilation of sourcing alternatives • Business case / calculation • Drafting of contract
2 Months – 2001	(11) [Germany's largest newspaper and third largest magazine publisher]
Project	Re-conceptualisation of internal service charging for client-server and application operations
Role	Project lead
Deliverables	<ul style="list-style-type: none"> • Establishment of data model for service charging • Gathering of cost, volume, user information • Calculation of service prices • Suggestion for pricing model based on the costs and volumes • Compilation of alternatives for implementation: proprietary

	development vs. third party
6 Months – 2001	(10) [central IT service provider of leading insurance group]
Project	Leasing consultancy: Financial impact analysis, comparison of leasing vs. purchase of electronic workplaces of a large insurance company.
Role	Senior consultant
Deliverables	<ul style="list-style-type: none"> • Gathering of data • Calculation of purchase alternative • Calculation of leasing alternative • Consideration of financial aspects • Drafting decision memo.
8 Months – 2001	(09) [leading global IT service provider and manufacturer]
Project	Network and System management study: Analysis and evaluation of new operation model, appraisal from the point of view of external consultant and selected experts.
Role	Member of project team
Deliverables	<ul style="list-style-type: none"> • Conceptualisation of evaluation model • Definition of evaluation criteria • Development of questionnaire • Conduction of workshops • Consolidation of results.
47 Months – 2002/20012000/19 99	(08) [IT service provider of international airline]
Project	Ongoing servicing and contract management: Contract controlling and service management for client-server-network operation outsourcing contracts.
Role	Senior consultant
Deliverables	<ul style="list-style-type: none"> • Gathering and plausibility checking of service data • Monthly service charging • Support of administrative transactions • Processing of contractual issues • Service level management.
12 Months – 2001	(07) [IT service provider of international airline]
Project	Technology Refresh Option processing: Process optimisation in IT procurement and leasing processing.
Role	Senior consultant
Deliverables	<ul style="list-style-type: none"> • Contract management • Introduction of software supported asset management processes • Invoicing and controlling of end device leasing contracts

4 Months – 2001	(06) [IT service provider of international airline]
Project	Harmonisation of service reporting for various customers.
Role	Senior consultant
Deliverables	<ul style="list-style-type: none"> • Monthly service invoicing and service level management • OLAP reporting of system data and system tools • Know-how transfer across customer teams
5 Months – 2000	(05) [leading credit insurance company]
Project	Tender for data centre operation and hosting: Tender documents and contract drafting.
Role	Senior consultant
Deliverables	<ul style="list-style-type: none"> • Creation of service descriptions and tender documents incl. SLAs • Cost calculation of IT services • Contract drafting
4 Months – 1999	(04) [Revenue accounting company of an international airline]
Project	Service level reporting: Conceptualisation and implementation of service level reporting, process design and implementation for customer and IT management as part of an outsourcing.
Role	Contract manager
Deliverables	<ul style="list-style-type: none"> • Customer Single-point-of-contact (SPOC) • Coordination with service provider • Coordination with IT management of customer • Data clearing and analysis • Clarification of reporting requirements • Technical realisation • Establishment of a monthly reporting.
3 Months – 1999	(03) [leading tourist company]
Project	Outsourcing transition: Project Management of outsourcing migration from one service provider to another.
Role	Deputy project manager
Deliverables	<ul style="list-style-type: none"> • Conduction of coordination workshops • Taking minutes • Project status reporting.
ca. 50 Months – 1999- 1995	(02) [Europe's leading manufacturer independent service provider for information technology]
Project	Controlling: Development and implementation of a controlling for the systems integration and managed services departments.

<p>Role</p> <p>Deliverables</p>	<p>Controller</p> <ul style="list-style-type: none"> • Establishment monthly reporting • Drafting of business assessment • Processing of service invoicing • Interface to accounting and central company controlling.
<p>x Months – 1998/ 1997</p>	<p>(01) [Europe’s leading manufacturer independent service provider for information technology]</p>
<p>Project</p> <p>Role</p> <p>Deliverables</p>	<p>Resource planning of consultants and service technicians for a service provider.</p> <p>Resource manager</p> <ul style="list-style-type: none"> • Resource scheduling (Employees) • Appointment coordination with customers • Reporting • Process-, database design and implementation for requirements management process.

IT Skills	
Operating system	Windows 7, XP, 2000, NT, 3.x, OS/2
Programming	SQL, COBOL, VBA, Pascal
Databases	MS Access, SQL
Products/Tools	MS Excel, MS Access, MS Powerpoint, MS Word, MS Project, MS Visio, MS Outlook, MS Sharepoint, Lync, ARIS, SAP R/2, SAP R/3, SAP HR PA / OM
Methods	ITIL V3 Foundation Certificate, COBIT, UML, BPMN
Industries	Logistics, Travel & Transport, Banking, Energy / Utility, Insurance, Retail, Publishing, Material Handling
Miscellaneous	data centres, client-server, desktops / electronic workplaces, corporate network, user helpdesk, application management, project portfolio management, service management

Languages	
German	
English (excellent, bi-lingual, suitable for negotiation and moderation)	

Miscellaneous	
Several years overseas experience	
RFP Process, outsourcing process, migration, asset transfer, negotiation experience with market leading full service providers	
driving licence	