

# Expert Profile



Personal data			
Year of Birth	<b>1971</b>		
Locations	<b>worldwide</b>		
Availability	<b>negotiable</b>		

Summary
<p><b>This candidate is a self-employed IT consultant and project manager. He was successfully 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.</b></p>

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

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

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

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

<b>1 month – 2009</b>	<b>(38) [leading provider for electrical building infrastructure]</b>
<b>Project</b>	Creation of statements of work for the service areas: data centre, communications, electronic workplaces, service management and User Helpdesk.
<b>Role</b>	Consultant
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• First draft of statements of work and service description</li> <li>• Agreement of specific tasks.</li> </ul>
<b>1 month – 2009</b>	<b>(37) [international solution provider for mission-critical communication]</b>
<b>Project</b>	Creation of statements of work for the service areas: data centre, communications, and electronic workplaces.
<b>Role</b>	Consultant
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• First draft of statements of work and service description</li> <li>• Agreement of specific tasks.</li> </ul>
<b>1 month – 2009</b>	<b>(36) [leading recruitment company]</b>
<b>Project</b>	Support in preparation of contract negotiations as well as market comparison of offered terms & conditions (Quick-Price-Check).
<b>Role</b>	Consultant
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• Analysis and documentation of „commercial issues“</li> <li>• Market comparison of terms &amp; conditions.</li> </ul>
<b>1 month – 2009</b>	<b>(35) [retail company of pharmaceutical industry]</b>
<b>Project</b>	Support and quality assurance of business case for contract renegotiations.
<b>Role</b>	Consultant
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• Analysis and evaluation of business case</li> <li>• Preparation of end results.</li> </ul>
<b>2 months – 2008 / 2009</b>	<b>(34) [world leading gas and engineering company]</b>
<b>Project</b>	Support during contract negotiations, provider down-selection, business case adjustments.
<b>Role</b>	Consultant
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• Negotiation workshops on statements of work</li> <li>• Agreement and updating of financial Business Case</li> <li>• Incorporation of changes (negotiation results).</li> </ul>
<b>3 months – 2008</b>	<b>(33) [world leading gas and engineering company]</b>
<b>Project</b>	Consulting support in preparation and implementation of an international Due Diligence (data centre, SAP, network, messaging, server management).
	Consultant to the project leader

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

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

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

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

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



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

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

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

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

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

<b>Languages</b>	
German	
English (excellent, bi-lingual, suitable for negotiation and moderation)	

<b>Miscellaneous</b>	
Several years overseas experiences	
driving licence	