FLAVIUS HAFNER

Senior Project Manager

PROFILE

An experienced and conscientious Project / Program Manager with excellent organizational skills. Very resourceful and with a practical approach when dealing with problem-solving. Good negotiation and team working skills. A great eye for detail, eager to learn and enjoying overcoming challenges. An excellent ability to motivate others, coupled with the ability to communicate comfortably at all levels, therefore ensuring an excellent working environment for all members of the team to perform at their bests. Successful ran different teams gaining valuable knowledge of improving efficiency.

CORE COMPETECES

- Program & Project Management (PRINCE2, SCRUM)
  - ⇒ Transition & Transformation, Migration, Data Centre Move
- Service Management (ITSM / ITIL / COBIT)
  - ⇒ IT Service Continuity Management (SLA, KPI, DR Tests), IPC Management
- Business Process (BPM) and Business Continuity Management (BCM)
- Interim-Management and Leadership

PERSONALITY, SOCIAL COMPETENCE

- Communication capability
- Knowledge of human nature
- Empathy
- Work ethic
- Capable of criticism
- Time Management
- Solution-oriented
- Teamwork
- Leadership qualities
- Conflict Management
- Complex Environments
- Organizational skills
- Willing to learn
- Reliable
- Eye for detail
- Analytical skills
- Negotiation skills
- Talent to motivate

CAREER DEVELOPMENT

07/2023 - present	**EnBW - Energie Baden-Württemberg AG (Karlsruhe)** Service Manager (Asset Mid-Term)
02/2022 - present	**Roche Diagnostics GmbH (Penzberg)** Project and Service Manager (Site IT)
09/2022 - 07/2023	**SNB - Stromnetz Berlin GmbH (Berlin)** Project Manager (ITSM Tool rollout)
10/2021 - 09/2022	**Allianz Technology SE (Munich)** Project Manager (NatCat Applications
10/2019 - 12/2021	**UNIQA Insurance AG (Vienna)** Project and Service Manager (Project UIP)
03/2017 - 10/2019	**Allianz Global Corporate & Speciality SE (Munich)** Service Continuity Manager (IT Compliance)
01/2017 - 09/2017	**IBM (Vienna) – BMI Federal Ministry of Internal** Project Manager (IT-Operation)
04/2016 - 12/2016	**IBM (Zurich) – ABB Asea Brown Boveri** Project Manager (Consolidation Data Centre)
02/2014 - 03/2016	**IBM (Munich) – Allianz SE** Project- and Program Manager (Consolidation Data Centre) End to End Project Manager (Migration)

CONTACT

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EDUCATION

- Data Processing Specialist and Computer Engineering
- Project Management (PRINCE2, SCRUM)
- People Management (LEADing@IBM, LeadPRO)
- DB2 Advanced Database Administration for LUW

CERTIFICATIONS

- PRINCE2 Practitioner
- SCRUM Master II & SCRUM Product Owner II
- ITIL V4 Foundation

INDUSTRY EXPERTISE

- Insurance & Banking
- Energy suppliers
- State authorities
- Information Technology

LANGUAGE SKILLS

- German
- English
- Romanian
- Hungarian

PROJECTHISTORY

07 / 2023 bis **present** • **Service Manager** • **EnBW** (Karlsruhe)

Service Manager (as independent contractor) at EnBW Energie Baden-Württemberg AG (energy industry) as part of the Asset Mid-Term team, at the location Karlsruhe, with following focal points:

- Service management of the services Kraftwerkseinsatz-Optimierungsmodul (KOM), Ereignismanagement (EM), Asset Data Management System (ADMS) und Asset Optimization Platform (AOP) for the organizational unit Asset Mid-Term (C-TIHOM) in close cooperation with the team lead
- Responsible for all non-technical service management tasks according to EnBW's ITSM processes based on the ITIL framework
- Verifying and updating the service documentation SIH (Service and Information Hub) on the Atlassian Confluence and Azure Wiki platforms
- Service Transition Management – Creation of documentation (service data sheet, system documentation, security concept, SLA, operating and support manual) to transfer the services from the project phase into operation (service release)
- Incident, problem and change management (IPC) using the EnBW internal tool Base-IT
- Participation in regular team meetings according to SCRUM (daily, retro, sprint, refinement and demo) as well as operational cross-team meetings (CAB, Control Room, LEAN Coffee)
- Coordination of monthly operational activities to operate the services within the team using the ticketing tools Atlassian JIRA and Azure DevOps
- IT Service Continuity Management – Creation and testing of service continuity plans for the services managed and in this process ensuring service quality and availability
- Service level management – definition, regular verification and ensuring compliance with the SLA agreed with the service consumers (operating times, service availability, support availability, troubleshooting)
- Backup & Recovery Management – defining and ensuring error-free backup and testing of the recoverability of the services and their components
- Patch Management – Interface for communication between our own team and the infrastructure teams (such as operating system, databases, etc.)
- Management and coordination of small projects within the team
  - VPC upgrade for the service AOP
  - Upgrade of Confluence to the Cloud-Version (with external partners)
  - Organization and documentation of Disaster Recovery Tests
  - Coordination of PEN-tests (with external partners)
- Service management (IT organization consulting) according to ITIL using Base-IT, JIRA, DevOps
- Project management (project controlling) according to PRINCE2, SCRUM methodology

02 / 2022 to **present** • **Project and Service Manager** • **Roche** (Penzberg)

Project and Service Manager (as independent contractor) at Roche Diagnostics GmbH (pharmaceutical industry), as part of the Site IT Team, at the location Penzberg, with following focus:

- Service management and operation of the application ISIS Med. and ISIS Portal (from the manufacturer CGM) for the organizational unit Safety Heath & Environment (SHE)
- Multi-project management, especially in relation to the consolidation and optimization of the service models of various applications:
  - Application Incident Management System GMS
    - Definition and introduction of a new service model with the Roche internal operations team (plant security)
    - Creation and negotiation of the maintenance and service contracts with the three suppliers including commercial terms
    - Review and advice on the order processing contracts (according to GDPR)
    - Project coordination and promotion of contract signing
  - Application ISIS Med. and ISIS Portal
    - Joint definition and introduction of a new service model with the Roche internal product owner of the application
    - Project planning and implementation of the transfer of the 1st level support to the Roche internal support center in Budapest (HU), including access, training, ServiceNOW configuration up to GoLife
    - Project transfer of 2nd level support to Accenture's supplier support team, including creation of documentation, training, transfer of responsibilities, ServiceNOW configuration and GoLife
  - Application Water Waste Register
    - Definition and introduction of a new service model with the Roche project team and the manufacturer of the application
    - Planning and implementation of the transfer of the 1st level support to the Roche internal support center in Budapest (HU)
  - Application Forklift Guidance System and application WinShuttle
    - Definition of a new service model in each case - handover of the follow-up activities to the Roche internal team
- Multi-project management of various small projects
  - Upgrade of photo archiving software to the latest version (incl. Roche internal organizational revalidation with regard to GDPR compliance)
  - Project control of the supplier Accenture for the new development of the Roche internal blood and human donation database DIB
  - Project control and coordination of the Medical Information Management Team regarding upcoming application projects in the Medical Services team, e.g. electronic signature, GDPR-compliant teleconference and operational integration management
- Project management (project controlling) according to PRINCE2, SCRUM methodology
- Service management (IT organization consulting) according to ITIL V4 with ServiceNOW

09 / 2022 to **07 / 2023** • **Project Manager** • **Stromnetz Berlin GmbH** (Berlin)

Project Manager (as independent contractor) in the sub-project of the service management team of the Carve Out project of SNB Stromnetz Berlin (energy industry), at the location Berlin and remotely, with following focal points:

- Management of the sub-project for the rollout of the ITSM software USM Valuemation from the manufacturer USU
- Coordination of the SNB's internal team and the supplier's consultants and developers
  - Takeover of the rough planning of stage1 and adaptation, detailed planning of the following stages, integration of the IT management stakeholders, project kick-off
  - Definition of roles and responsibilities in the project team
  - Preparation of the project plan high level sketch and detailed
  - Lead of daily scrum meetings, with coordination of tasks
  - Strict cost control of supplier budget
  - Preparing and leading bi-weekly Steerco meetings with all IT management stakeholders
  - Management of the distributed team (DE, CZ)
  - Coordination of the infrastructure: installation of the environments (DEV, TEST, PROD), security check according to CIS hardening, availability of the interfaces such as REST-API, acceptance by the customer SNB
  - Coordination of the process document creation and adaptation to the USM standard process
  - Step-by-step introduction of the USM Service Management components
    - Service Asset and Configuration Management (CMDB)
    - Incident management (including critical and security incident)
    - Service Request Fulfillment and Service Request Shop
    - Change management (standard, normal, emergency)
  - Project completion, documentation and handover to the operations team
- Project management (project controlling) according to PRINCE2, SCRUM methodology
- Service management (IT organization consulting) according to ITIL V4
- Reporting to Executive Management

10 / 2021 to **09 / 2022** • **Project Manager** • **Allianz Technology** (Munich)

Project Manager (as independent contractor) and team lead of the Squad Proprietary Platforms at Allianz Technology SE (insurance sector), as part of the NatCat Competence Team (natural catastrophe probability calculation), at the location Munich / remote, with following focus:

- Lead of the team and projects in responsibility of the Squad Proprietary Platforms
- Upgrade of the NatCat Application “RMS RiskLink” from version 18.2 to version 21
  - Assessment of the current situation, experiences and lessons learned from past upgrades, involvement of stakeholders (customer, management), project kick-off
  - Involvement of the project team, definition of roles and responsibilities
  - Creation of the project plan high level sketch, detailed in MS Project
  - Creation of epic, user stories and tasks in JIRA, as well as corresponding documentation in Confluence
  - Preparing and leading bi-weekly steerco meetings with all stakeholders

    - Leading of daily huddle and weekly planning meetings with the team
    - Management of the distributed team (DE, HU, IN)
    - Management and coordination of the upgrade activities: ordering and installation of the new environment (parallel to the old environment), migration of the databases, application owner test and user acceptance test, rollout of the client software to the devices of all end users, acceptance by the customer
    - Project completion, documentation and handover to the operations team
- Upgrade of the NatCat Application „AIR Touchstone“ from version 8.2.5 to version 9.1
    - Assessment of the current situation, experiences from past upgrades, involvement of stakeholders (customer, management, department), project kick-off
    - Involvement of the project team, definition of roles and responsibilities
    - Creation of the project plan high level sketch / presentation
    - Creation of epic, user stories and tasks in JIRA, as well as corresponding documentation in Confluence
    - Preparation and lead of monthly steerco meetings with all stakeholders
    - Leading daily huddle and weekly planning meetings with the team
    - Management of the distributed team (DE, ES, HU, IN)
    - Management and coordination of the upgrade activities: ordering and installation of the new environment (parallel to the old environment), migration of the databases, application owner test and user acceptance test, rollout of the client software to the devices of all end users, acceptance by the customer
    - Project completion, documentation and handover to the operations team
- Project management (project controlling) according to PRINCE2 Agile, SCRUM methodology
- Service management (IT organization consulting) according to ITIL V4
- Project planning (MS Project, JIRA, Confluence, ServiceNow) and reporting to Executive Management

10 / 2019 to **12 / 2021** • **Project and Service Manager** • **UNIQA** (Vienna)

Project and Service Manager (as independent contractor) at UNIQA Insurance AG (insurance sector), for the UIP Program as part of the Release Management Team, at the location Vienna, with following focus:

- Lead of projects in responsibility of Release Management
    - Technical quality assurance of the release change (product: Insurance Suite, manufacturer: msg systems AG, two major version upgrades per year)
    - Enquiring and organization of the provision of the test environment for the property insurance division
    - Recording and setting up the interfaces to the guarantor Deutsche Bank in the area of new investment dimensions in the life insurance division
- Management of test environments
    - Definition, review and evaluation of all requirements for environments dedicated to black box testing (except production environment)
    - Ensuring the requirements of the stakeholders for the defined test environments
    - Coordination of the necessary operational tasks for the provision, further development and use of the test environments

- Function as focal point for all requirements and questions about the defined test environments
- Planning the use and allocation of the seven test environments to the different project and development teams:
    - Three environments in the staging concept: development, testing and user acceptance for further software development and commissioning into the existing operating environment
    - Three other environments in the staging concept: development, integration and user acceptance for the integration of the Insurance Suite as part of the UIP program into the operating environment
    - One environment for the sub-project to migrate the data from the old and peripheral systems to the Insurance Suite as part of the UIP program
- Coordination of the planning of deployments on the test environments
- Coordination of the planning for development sprints as well as for releases on the test environments
- IPC: Incident, Problem and Change Management according to ITIL for the test environments (using JIRA and ServiceNow)
- Weekly coordination with the development, test and infrastructure teams to coordinate the conditions of the test environment
- Understanding of the multi-level IT infrastructure, the host/mainframe, databases up to the application and front-end platforms as well as the logical and professional links with the old and peripheral systems

- Defect Management
    - Modeling and introduction of the defect process
    - Further development of processes and tools in cooperation with the tool managers
    - Controlling and enforcement of the defect process
    - Lifecycle management of all defects
        - Tracking of progress in implementation (fixing und retest)
        - Tracking of the integration of the resolved defects in cooperation with the release management with regard to the different development branches
        - Tracking of test verifications in collaboration with the testers and test managers
    - Quality assurance for defects
        - Assessment of the defect situation
        - Initiation & management of the escalation process
        - Maintenance of the defect-database with regard to absolute integrity and compliance with guidelines in all statuses
        - Defect reporting (process design, automation, requirements)
    - Management of distributed teams
    - Participation in meetings as a central contact for defects
    - Set up and conduct weekly / daily meetings to discuss defects
- Project management (project controlling) according to PRINCE2 Agile, SCRUM methodology
- Service management (IT organization consulting) according to ITIL V4
- Project planning (JIRA, Confluence, ServiceNow) and reporting to Executive Management

03 / 2017 to **10 / 2019** • **Service Continuity Manager** • **AGCS** (Munich)

Service Continuity Manager (as independent contractor) at AGCS (Allianz Global Corporate & Speciality SE – insurance sector), for the EMEA IT Infrastructure, at the location Munich, focusing on:

- Service Continuity Management based on ITIL V3
- Implementing the requirements of the business to the IT Infrastructure
  - Classification of all business relevant applications into the given Disaster Recovery Classes by the global organization with defined recovery point objectives (RPO) and recovery time objectives (RTO) considering a DIC3 disaster scenario (‚loss of a data center')
  - Understanding of the IT infrastructure and the used platforms from network, operating systems, middleware and databases up to the application and frontend platforms (such as PEGA) as well as Cloud environment after moving (migration) of the frontend applications (Docker)
  - Planning, organizing and execution of table top exercises
  - Break down Application level to IT Infrastructure (server level)
  - Planning, organizing and implementing disaster recovery tests (tool ServiceNow)
  - Protocoling disaster recovery test results and storing for audit evidence
  - Documenting detailed procedure for recovery of each application in DIC3 disaster scenario (‚loss of a data center')
  - Refresh the ITSCM process within the IT Infrastructure team
  - Conduct continuous status meetings
- Project management (project controlling) according to PRINCE2 Agile, SCRUM methodology
- Service management (IT organization consulting) according to ITIL V3
- Project planning (MS Project) and reporting to Executive Management

01 / 2017 to **09 / 2017** • **Project Manager** • **IBM** (Vienna)

Project Manager (as independent contractor) for IBM, at a local customer in Vienna (government sector), focusing on:

- Service manager with personnel responsibility for „extended operations" according to ITIL
  - Management of 3 teams (Windows, Linux and Network incl. Security)
  - Communication between the customer and service provider
  - Management of employees for optimal data center operation
- Project lead for all projects in the areas IT operations and application development
  - Consolidation of all open projects
  - Project planning and documentation
  - Driving forward respective projects
  - Guiding and coordinating the project responsible
  - Conducting weekly status meetings and status updates
  - Creation of new process flows for project reporting
- Project management (project controlling) according to PRINCE2 methodology
- Service management (IT organization consulting) according to ITIL (tool JIRA)
- Project planning (MS Project) and reporting to Executive Management

04 / 2016 to **12 / 2016** • **Project Manager** • **IBM** (Zurich)

Project Manager (as independent contractor) at IBM, for an international consolidation project for a global customers data centers in Zurich (energy and automation sector), focusing on:

- Project lead for Offering Integration
  - Detailed creation of the IT service catalog defined in the contract in cooperation with the customer
  - Creation of work flows and data flows for the service requests of each catalog item together with the technical subject matter experts of the provider and the customer
  - Creation of process flows for automation of service requests in the orchestration tool
  - Coordination of the customers technical team for integration of automation processes into the service management tool 'ServiceNow'
- Service management (IT organization consulting) according to ITIL (tool ServiceNow)
- Project management according to SCRUM methodology (Kanban)
- Project planning (Kanban) and reporting to Executive Management

02 / 2014 to **03 / 2016** • **Project / Program Manager** • **IBM** (Munich)

Project / Program Manager (as independent contractor) at IBM, for one of the largest international consolidation projects for a global customers data centers in Munich (insurance sector), focusing on:

- Subproject Transition Service Management
  - Project lead for the sub-project to build the Service Management (ITIL V3) for operational and contractual control of more than a hundred different third-party suppliers of the customer
  - Structure of Service Management processes such as
    - Incident, Problem und Change Management
    - Major Incident Management
    - Configuration and Capacity Management
    - Service Level Management
    - IT Service Continuity Management
    - Supplier, Vendor and Contract Management
  - Planning and staffing of the global service management operations team
  - Integration of third-party suppliers in the incident, problem and change management processes and the IBM internal, global tools (like ServiceNow)
  - Establishment of individual operational contracts (Operation Level Agreements) with all third-party suppliers
  - Development of the global processes and interfaces for Data Centre Facility Services for the five new data centers in EMEA, U.S. and Asia
  - Global project co-ordination with the customer, the third-parties and the IBM internal team
- End-to-end migration sub-project
  - Project lead for the migration of five of the customers operational entities in Europe (about 550 servers in 5 countries on 8 source locations)
  - Lead and coordination of the migration team consisting of Move Managers, Migration Engineers and Migration Architects

- Preparing and managing the country business units for Migration Readiness like
  - Explaining the migration approach and requesting staffing from business units
  - Setting up technical and organizational prerequirements
  - Request and acceptance of Baseline and Scope & Capacity review
- Coordinating the assessment of the existing environment thru automated or manual scanning for inventory, application affinities and utilization of all systems
- Performing macro design with conception of the migration strategy, mapping existing architecture to the target standards and creating high level move group plans
- Leading the assessment of applications thru questionnaire and interview (deep dives) with the application SME's and the business specialists
- Managing the architects for creating technical solution design and detailed migration plan, move group plan and schedule
- Executing the Migration by coordination of the Migration Managers and Engineers
- Managing the creation of application test scenarios and organization of the testing at migration cutover
- Coordinating early life support and hand over to steady state team (BAU)

- Project management (project controlling) according to PRINCE2 methodology
- Service management (IT organization consulting) according to ITIL
- Project planning (MS Project) and reporting to Executive Management
- Assistance and representation of the program management

07 / 2012 to **03 / 2014** • **Service Delivery Manager** • **IBM** (Vienna)

Service Delivery Manager (as independent contractor) at IBM, mainly for the area SSO Server Systems Operation in Strategic Outsourcing Delivery Vienna (government sector), Responsibilities:

- Service management for the largest government customer of IBM Austria in a team with 3 other colleagues, interface between customer and internal departments SSO (Competencies)
- Service Management based on ITIL V3 (IBM internal structure) and mapping to COBIT (IT Governance Customers)
- IPC, incident, problem and change management with IBM's internal, global tools (like Maximo and ServiceNow)
- Conduct of regular client meetings (operational meeting, CAB meeting, etc.)
- Release and Deployment Management and service activation & deactivation (transfers to the operational area)
- Inform and advise the customer about new products and services
- IT Service Continuity Management (ensuring service quality) and in this context availability and service level management (SLA, SLOs, KPI)
- Prevention of Crit Sit's, coordinating and controlling of activities to resolve Crit Sit's and SLA violations, and assure systems operations (even 24/7 SMoD "service manager on duty" service)
- Major Incident Management (escalation management)
- Configuration and Capacity Management, as well as the optimization of the operation
- Request Fulfilment and Customer Satisfaction Management (customer satisfaction)
- Backup & Recovery Management (disaster recovery plan and test management)

- Asset Management (hardware inventory and software licenses)
- Risk and Issue Management (Detection and visualization of risks and finding customer-oriented solutions)
- Health Checking und Security Patch Management (compliance Management)
- Cost control and management of the SSO departments, to ensure the GP (gross profit) target of the contract is met
- Service management (IT organization consulting) according to ITIL
- Reporting to Executive Management
- Assistance and representation of the IT service operations management

10 / 2010 to **06 / 2012** • **Management Education** • **IBM** (Vienna)

Participated in the **IBM Management Leadership Programme (LEADing@IBM)** focusing on:

- Implementation of Emerging Leaders Modules (6 weeks each): Virtual Classroom Teaching (4 × 2-3 hours), project work periods with logs (3 × 2 weeks, workload approx. 30 hours per module)
  - Leading High Performance (leading teams and highly specialized staff)
  - Leading Relationships (networking and emotional intelligence)
  - Leading Globally (global management with virtual tools)
  - Business & Financial Leadership (business and profit management)
  - Leading Diverse Teams (leveraging social diversity)
- Implementation of the 33 self-learning modules of the LEADing@IBM programme, each
  - 3-5 hours learning documentation
  - Practical application in a project, with logs
  - Examination and discussion with the mentor

03 / 2011 to **06 / 2012** • **Team Leader** • **IBM** (Vienna, Zurich, Basel)

Team Leader of the **Database Management Team ALPS**, Strategic Outsourcing Team ALPS (Vienna, Zurich, Basel, as salaried employee); responsibilities:

- Leadership of an internal team of 12 and two vendor teams of 9 and 4 respectively, technological and operational decision-making, management reports, coordinated the activities and resources of the team
- Introduced organizational and structural innovations, vendorization of Oracle business in Zurich
- Reduced the department costs by introducing cost-saving measures and raising awareness of costs
- Implementation of organizational and administrative tasks
- Led the database operations/engineering section and supported management in the attainment of departmental objectives (SLA, finance, quality)
- Increased or maintained client satisfaction
- Avoided Crit Sits, provided leadership and support where necessary
- Recognition and provision of add-on services, maintained information flow to the project executive and manager
- Increased the lift&shift of activities to the DC and improved collaboration

- Coordinated and reorganized First- and Second-Level Teams (DB2, Oracle and MS-SQL Teams) in the DC in the Czech Republic
- Provided technical and organizational support to the DC teams, provided documentation and support for quality improvements

08 / 2008 to **09 / 2011** • **Team Leader** • **IBM** (Vienna)

SAP Team Leader and **Administrator for SAP-related databases** at IBM, Strategic Outsourcing Vienna Team (as salaried employee); responsibilities:

- As Team Leader:
  - Leadership: headed a team of 10
  - Responsible for all facets of SAP Operation and SAP Engineering, supported management in reaching the department objectives
  - Coordinated tasks and resources, provided technical and functional leadership, management reports
  - Introduced a new Operation Model in the Integrated Delivery Centre (IDC) HU
  - Coordinated First-Level and Second-Level SAP teams in the Delivery Centre
- As Engineer and DB Administrator:
  - Third-Level Support and performance-tuning for the SAP systems databases
  - Design, deployment, configuration and administration of DB2 UDB LUW (v8 & v9) databases and Oracle (9i, 10g, 11g) databases
  - Database (DB2, Oracle) and OS (AIX, Linux) monitoring
  - Participated in the planning and implementation of the SAP database solutions landscape (particularly DB2 and Oracle)
  - Provided support in the deployment of high-availability and cluster testing
  - Backup & Recovery concepts (for databases) and testing

02 / 2006 to **07 / 2008** • **Database Administrator** • **IBM** (Vienna)

Database and OS Administrator (as independent contractor) at IBM, Strategic Outsourcing Team Vienna. Responsibilities:

- Design, deployment, configuration and administration of the relational databases Oracle (9i and 10g) and DB2 (V7, V8 and V9)
- Second-Level Support and monitoring of the databases and OS's (AIX, Linux)
- Participation in planning and realising system solutions for a number of user groups (hardware selection, OS installation and set-up, HACMP, Clusters, etc.)

12 / 2002 to **01 / 2006** • **Database Administrator** • **AGIS** (Munich)

Database Administrator (as started as salaried employee, later as independent contractor) at AGIS (Allianz Dresdner Informationssysteme GmbH), Munich, Germany. Responsibilities:

- Administration of relational databases (Oracle 8, 9i and 10g) as well as the Object oriented database Versant
- Monitoring and Second-Level Support at the database (PLSQL) and platform level (HPUX, SUN Solaris, AIX, DYNIX, Linux, WinNT, Win2000)

07 / 2002 to **11 / 2002** • **Software Engineer** • **Allianz** (Munich)

Software Engineer at Allianz Group, Munich, Germany Responsibilities

- Implementing database connections to host systems for DB2 databases
- Developing and managing host systems (JCL, Cobol, PL/1)

09 / 2000 to **06 / 2002** • **IT-Consultant** • **Bauer & Partner** (Munich)

IT Consultant at Bauer & Partner Consulting and Software GmbH in Germering, Germany.
My job description entailed the following:

- Systems integration: installation and maintenance of developer workspaces
- Software engineering: OO technologies, analysis, design and implementation
- Coding in Java, Visual Basic and Smalltalk
- Database connectivity using SQL, MS Access and DB2
- Interface programming for SAP (ABAP/4, VBA)
- Writing technical documentation