

Curriculum Vitae and Project Overview

Specialist Subject Omnitracker



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Personal details

Year of birth:	1972
Qualifications:	IT
Work experience:	since 1998
Language skills:	German (native language), English
Nationality:	German

Brief - introduction

In 1993 I began my IT studies at the University of Hagen and gained initial professional IT experience. From the beginning my main professional focus was on operations within IT service management. After a short period this changed to the construction and continued development of service desks followed by tool development and IT process consultancy, which is what I continue to practice today. Due to this experience, additional expertise was gained in the fields of project management methods and workflow management tools. I have been able to assist several German automobile companies, banks and IT service providers in this manner and in some cases continue to assist them even now.

For me it is important to implement solutions that were developed together at the end of the chain in the exact manner that they were intended.

I was born in Krefeld-Uerdingen in 1972, am married and have been living in Münster since 2014, from where I am active as an advisor and developer. Before founding K-Cons, I also worked with banks and automobile companies as well as IT service providers in Wolfsburg, Munich, Frankfurt, Bonn, Düsseldorf, and Münster.

Projects

Sector: Retail and wholesale / Krefeld

Key areas: Creating client capacity, expanding incident management for departments that are not linked with IT, adjusting master data, reporting, customising

Role: Consultant/Developer/Sub-project manager

Tasks:

- Conception and process consultancy
- Customising for incident management
- Integration into existing systems
- Interface development
- Connecting external ticket tools

Know-how/tools: Omnitrapper, Microsoft Office products, Citrix Web-VPN

Project duration: 01/2012 – 04/2012 full-time
04/2012 – 06/2014 as required

Sector: Electronics / Essen

Key areas: Implementing process and tools in accordance with ITIL

Role: Consultant/Developer

Tasks:

- Conception and process consultancy,
- Customising for incident and problem management,
- Integration into existing systems
- Clustering

Know-how/tools: Omnitrapper, Microsoft Office products, Citrix Web-VPN

Project duration: 08/2008 - 12/2008

Development/certification

Omnitracker

Focus: Automation – Advanced
Period: 2008

Omnitracker

Focus: Automation – Basic
Period: 2008

Omnitracker

Focus: Reporting/Statistik – Advanced
Period: 2008

Omnitracker

Focus: Reporting/Statistics - Basic
Period: 2008

Omnitracker

Focus: ASP.NET Web-Client
Period: 2008

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Focus: Email-Gateway
Period: 2008

Omnitracker

Focus: Basic-Administration
Period: 2008