

# CURRICULUM VITAE

➤ Panagiotis Halkidis ◀

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## PERSONAL INFORMATION

Panagiotis Halkidis, September 5<sup>th</sup>, 1975, Krefeld

## EDUCATION

Werner-Jäger-Gymnasium, Nettetal 08/88 - 07/94  
**Qualification: • A-Levels (Hochschulreife)**

## WORK EXPERIENCE

Vocational Training in Electrical Engineering 09/94 - 06/98  
Specialization in Systems Engineering  
Deutsche Bahn AG, Krefeld

**Qualification: • Energy Electronics Technician**

Electronics Technician 06/98 - 05/99  
ZAS GmbH, Krefeld  
(Siemens AG, Krefeld-Uerdingen)

EDP Assistant 05/99 - 08/99  
Yokohama Reifen GmbH, Düsseldorf

FuWe GmbH 08/99 - 07/00  
Technology corporation - industrial and commercial  
Fort- u. Weiterbildung mbh, Krefeld

**Network Management Trainee**

**Qualification: • MCSE NT 4.0 + Internet**

Solutions Engineer (SE) 07/00 - 07/01  
pep gmbh, Krefeld

**Qualification: • MCSE 2000**

Freelance IT Consultant since 07/01

Fachhochschule für Ökonomie & Management 09/09 – 02/12  
University of Applied Sciences (FOM), Essen  
Specialization: Business Informatics

## CERTIFICATIONS

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### Microsoft™

- MS Certified Professional
- MS Certified Professional + Internet
- MS Certified Systems Engineer NT 4.0
- MS Certified Systems Engineer 2000
- MS Certified Systems Engineer 2003
- MS Certified Solutions Expert Server Infrastructure (Server 2012)
- MS Certified Technology Specialist
- MCITP: Server Administrator (Server 2008)
- MCITP: Enterprise Administrator (Server 2008)
- MCITP: Enterprise Messaging Administrator 2007
- MCITP: Enterprise Messaging Administrator 2010
- MCITP: Enterprise Support Technician

### Novell™

- Certified Novell Administrator 4.11 (CNA)

### Linux

- Linux Professional Institute Certification Level 101/102 (LPI)

### OGC / APMG

- ITIL® V3 Foundation
- PRINCE2™ Foundation
- PRINCE2™ Practitioner

### Funkwerk / Bintec

- Bintec Brick Router
- Netracer

### AutoDesk

- AutoCAD™ Release12 (Basic training, 80hrs)

## TECHNICAL SKILLS

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### Company Support

- Administration & configuration of client/server systems (Linux, Microsoft)
- Administration & configuration of PKI infrastructures (Nexus, Microsoft)
- Administration & configuration of LDAP directories
- Troubleshooting & error escalation of client/server systems/AD/PKI
- Backup & restore of server systems and services/AD/PKI
- Monitoring of client/server systems and services/AD/PKI
- Patch management of client/server systems and services/AD/PKI
- Performance assessment & finetuning in complex infrastructures/AD/PKI
- Hardware sizing & storage calculations (Memory, RAM, IOs, etc.) for server systems
- Ticket processing & assistance for 1st/2nd/3rd level support
- Creation of administration and installation guides, etc. for the company
- Development of company documentation (BSI baseline security compliant)

### Migrations/Rollouts/Concepts

- Creation of feasibility studies, architectural design, proof of concepts
- Migration strategy creation for MS Active Directory & MS Exchange 20xx & PKI
- Design/redesign of MS Active Directory & MS Exchange infrastructure & PKI
- Creation of migration guidelines, requirements & specifications, IT roadmap
- Development of technical concepts, data processing concepts, installation guidelines, etc.
- Implementation and surveillance of entire migration

### Infrastructure Solutions/Implementations

- Design & administration of remote access solutions (VPN, IAS, Radius, RRAS)
- Design & administration of core services (DHCP, DNS, WINS, etc.)
- Design & administration of File-Print services (DFS)
- Design & administration of cluster solutions under MS 2003/2008/2012,2016 (high availability & disaster recovery solutions)
- Design, administration, & troubleshooting of multilayer PKI infrastructures, certificate management, OCSP, revocation lists, SSL, email encryption, email signature, EFS, WLAN, timestamp services, key archiving, backup and restore, etc.
- Design & administration of Active Directory Rights Management Services
- Virtualization solutions with VMware ESX Server or Microsoft Hyper-V 20xx
- Development of email archiving solutions/email suppression solutions
- Citrix Administration/Presentation Manager/XENAPP

## TECHNOLOGICAL COMPETENCES

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### Client Operating Systems

- MS Windows 9.x, Me
- MS Windows Professional 2000
- MS Windows XP
- MS Windows Vista
- MS Windows 7
- MS Windows 8, 8.1, 10

### Server Operating Systems

- MS Windows NT 3.x, 4.x
- MS Windows Server 2000, 2003, 2003 R2, 2008, 2008 R2, 2012, 2012 R2, 2016
- Novell Netware Server 3.X, 4.X, 5.X
- Linux (independent of distribution, e.g., openSuse, RedHat, Debian, etc.)

### Directory Services

- LDAP Standards RFC 4510 - 4532
- MS Active Directory, FIM / MIIS / IDM
- Novell Directory
- Siemens eDirectory
- openLDAP

### PKI

- PKI Cryptography Standards (PKCS#1 - PKCS#15)
- X.509 Standards (Version1, Version2, Version3), RFC 3280, RFC 5280, etc.
- neXus products (SmartACT, ProACT, PRIME, Card SDK, IDExpert, Servant OCSP, timestamp services, etc.
- Microsoft PKI, OCSP, lockout policy servers, etc.
- Infineon Cryptochip Security Controller SLE 78
- Next Cryptochip MIFARE DESFire EV1, EV2

### HSM

- Safenet/Gemalto HSM
- Utimaco HSM

### Databases

- MS SQL Server 20xx
- MS Access 20xx

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### Virtualization

- VMware ESX Server 2.x, 3.x, 4.x, 5.x
- VMware ESXi
- VMware Server 1.x, 2.x
- VMware Workstation
- MS Hyper-V Server 2008, 2012
- MS Virtual Server
- MS Virtual PC

### Client Management

- MS System Center Configuration Manager 20xx (SCCM)
- MS Windows Update Server (WSUS)

### Terminal Services

- MS Windows Terminal Services 20xx

### Monitoring

- MS Systems Center Operation Manager (SCOM)

### Backup / Restore

- Veritas BackupExec
- Legato Networker
- HP Data Protector
- MS Backup

### Backoffice Products

- MS Exchange Server 5.5, 20xx
- MS Internet Information Server 5.x, 6.x, 7.x, 8.x
- Apache Tomcat 7.x,8.x
- Websphere IHS

### Firewall / Proxies

- Cisco ASA
- Securepoint 2.x, 3.x
- Astaro Security Gateway
- MS Threat Management Server (TMG 20xx),
- Universal Access Gateway (UAG)

### Scripting Languages

- MS Visual Basic Script, MS Batch, MS Powershell

## METHODICAL COMPETENCES

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### Project Management

- Project management according to PRINCE2™ methodology
- Creation of presentations, charts, reports, KPIs, checklists, etc.
- Creation of decision templates, project result reporting, milestone tracking, etc.
- Program management, process management, project initialization

### Presentation

- Presentation and moderation methods
- Confident use of media technology

### IT Best Practice

- IT Infrastructure Library (ITIL® V3 Foundation)
- IT Infrastructure harmonization and standardization
- BSI IT baseline security (ISO 2700x)
- IT baseline security in accordance with ZDv 54/100 (Bundeswehr)

## SOCIAL SKILLS

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- Independent
- Team-oriented
- Analytical thinker
- Critical
- Intercultural competence
- Trustworthy
- Acceptance of other perspectives
- Ability to deal with conflict
- Loyal

## LANGUAGES

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- German (native language)      Greek (native language)
- English (written and spoken)



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### PROJECT EXPERIENCE

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#### **Bank (Deutsche Apotheker und- Ärzte Bank eG, Düsseldorf)**

Duration	10/2018 – 03/2019
Role	Security Consultant
Environment	ca. 3,500 users
Summary	Creation of low-level design concept (detailed concept) for a virtualized PKI based on MS Windows Server 2016. Design of a certificate infrastructure for the management and automatic rollout of certificates for the following uses: <ul style="list-style-type: none"><li>• Certificate-based authentication for mobile devices (MDM)</li><li>• Authentication of notebooks in WLAN (802.1x)</li><li>• Authentication of printers in consultants' offices (802.1x)</li><li>• Code Signing certificates for the signing of internally distributed software packages and script code</li><li>• Certificates for encryption of internal emails</li><li>• VPN/RAS authentication: two-factor authentication on the VPN</li><li>• Client certificates for authentication as part of a software package for individual applications (2-3)</li></ul> Creation of various Powershell scripts for the automation of operational tasks in the context of PKI administration.
Software	MS Windows 2016 Server, MS Windows 7, MS Windows 10, Powershell V5, MS Office, etc.

#### **IT Service Provider (Damian Wabisch, Velbert)**

Duration	since 10/2018
Role	Security Consultant
Environment	-
Summary	Development of various concepts for the integration of services in PKI environments.
Software	MS Office, etc.

#### **IT Service Provider (BWI Systeme GmbH, Rechenzentrum Kaserne Köln Wahn)**

Duration	03/2015 – 01/2021
Position	3rd Level Support / Security Consultant / Operations Manager
Environment	ca. 200,000 Users
Summary	3rd level support of all virtualized (based on VMWare 5.5) PKI infrastructures (development, integration, reference, and production environment) of the Bundeswehr, including the Trust Center, Card Management System and PKIBw applications for the creation of electronic service and troop IDs, V-PKI cards, soft tokens, etc.

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### **Consulting and support for PKI-relevant topics, particularly**

- Application consultation for PKI-specific formats and protocols, and cryptographic methods, protocols, and standards
- Integration of contact crypto chip technology based on the Infineon security controller "SLE 78"
- Integration of MIFARE DESFire EV1 chip into systems, applications, and processes
- Consultation and integration of hardware security models (HSM) in large networks (>40 HSMs)

### **Providing second- and third-level support according to ITIL v3, particularly**

- Error/problem analysis
- Notification processing based on ITIL incident, change, and problem management processes and appropriate use of the ticket tool
- Providing detailed cause of error information and documentation of the activities carried out in the incident, change, and problem management system
- Appropriate inclusion of vendors for error analysis and correction in the next support level
- Development and coordination of solutions for error and problem resolution
- Implementation of system adjustments and parameterizations
- Preparation and implementation of changes
- Implementation of quality assurance measures, configuration management, and documentation adaptation
- Test planning and execution
- Error analysis and correction of all hardware and software products in the PKIBw environment
- Execution of performance and load tests
- Traceable documentation of error scenarios

### **Conception, administration, and error analysis/correction according to 3rdLS based on ITIL, particularly**

- Central PKIBw components
  - Nexus Certificate Manager (CM)
  - Nexus Servant OCSP
  - Nexus Time Stamp Service
  - Nexus ProAct
  - Nexus Prime
  - Nexus SmartAct (KPS)
  - Nexus IDExpert
  - Nexus CardSDK
  - Nexus Personal
  - MS PKI (MS Windows 2016)
  - MS AD
- PKIBw hardware and software peripheral components
  - Card readers

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- Hardware-Security-Modules (Gemalto/SafeNet Luna SA 4.x, 5.x, 6.x, 7.x)
- Card stackers
- PIN letter printer
- XID printer
- Card tester
- Card erasing tool
  
- Operating systems
  - MS Windows 2008, 2012, 2016 Server
  - Suse Linux 11.x, 12.x
  - MS Windows 7, 10
  
- Middleware
  - Apache Tomcat 7.x,8.x,9.x
  - Websphere 7.x,8.x
  - IIS 7.x,8.x
  
- Databases
  - MS SQL Server 20x
  - IBM DB2
  
- Applications
  - Cards master key server
  - Governikus
  - XTA (Bundesdruckerei communications server)
  - SST (Bundesdruckerei self-sign-terminal)
  - MS Active Directory
  - MS Windows Deployment Services

Development and updating of various concepts, including certificate key change, certification authority change, revocation list distribution server, hardware security module, AD roles and authorization concept, AD group concept, AD naming convention, re-design of AD site design, re-design of OU structure, re-design of group policies (analysis of the existing GPOs and implementation of new compliance requirements (hardening and security measures) from Siko (ZDv 54/100) into the new GPO structure of the German armed forces), Windows Deployment Services (WDS) conception and implementation to create a standardized Windows 7 image for the provision of TrustCenterBw workstation systems, software deployment via GPO, etc.

Software

Windows Server 2008 R2, Suse Linux 12.x, Security Compliance Manager 3.0, LocalGPO Tool, WDS, WSUS, VMware, Apache, IBM, neXus SmartACT, ProACT, Card SDK, DExpert, Servant OCSP, Security Controller SLE 78, MIFARE DESFire EV1, etc.

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### IT Service Provider (BWI Systeme GmbH, Bonn-Beul)

Duration	01/2015 – 03/2015
Role	IT Architect/Security Consultant
Environment	ca. 200,000 Users
Summary	Creation of central architectural documentation for all virtualized PKI environments (development, integration, reference, and production environment) of the Bundeswehr.  Creation of central architecture documentation for the Bundeswehr PKI as part of the "Herkules Projekt". Development & description of the software and infrastructure architecture, including UML component model, operational model, interfaces, use cases, dependencies, communication matrix, and the interaction of components. Identification of differences in the development, integration, reference, and production environment.
Software	IBM Rational Software Architect (RSA), UML 2.x, MS Office, etc.

### IT Service Provider (Datagroup Köln GmbH, Köln)

Duration	09/2014 – 01/2015
Role	Sr. Principal Consultant
Environment	ca. 30,000 users/various customers of the service provider
Summary	Creation of a role and authorization concept for various services (AD, Exchange 2010, PKI, VMware vSphere 5.x, Citrix XenApp, NetApp ONTAP 8.1, Avamar, Simpana, TrendMicro, LAN/WAN, Cisco, etc.)  Creation of a generic role and authorization concept for administrative access to Datagroup customer systems regarding security-relevant aspects. (BSI, role separation, data & service administration, principle of least privilege, monitoring and hardening of roles, etc.)  Evaluation and description of Datagroup's operational IT roles, evaluation of required rights based on jointly defined tasks, creation of administration matrix, operational matrix, document conventions for recording rights on different target systems, process modeling for the application procedure and integration into the existing change management, etc.
Software	MS Windows 2008 R2 Server, MS Windows 2012 R2 Server, Powershell V4, MS Office, etc.

### Energy Producer (Vattenfall Europe Information Services GmbH, Hamburg)

Duration	08/2014 - 10/2014
Role	Sr. Principal Consultant
Environment	ca. 30,000 users
Summary	Feasibility study and decision template development for the implementation of a virtual domain controller and MS Exchange 2010 environment based on Windows 2012 R2.

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Feasibility study and decision template development for the virtualization of Vattenfall's existing Active Directory & MS Exchange 2010 environment based on Hyper-V 2012 R2.

Software MS Windows 2008 Server, MS Windows 2008 R2 Server, SCVMM, Hyper-V, Powershell V4, MS Office, etc.

### IT Service Provider (Dataport AöR, Hamburg)

Duration 03/2013 - 08/2014  
Role Sr. Principal Consultant  
Environment ca. 100,000 users, Multi-Forest Environment (14 total structures)  
Summary Planning, conception, and implementation of Windows Server 2012 R2 migration (Active Directory migration Windows 2008 R2 => Windows 2012 R2) and creation of a two-tier virtualized PKI infrastructure based on VMWare ESXi.  
Creation of a Windows Server 2012 R2 migration concept & installation guide, updating operating management manual & operations manuals, protocolling concept update, backup & recovery, forest recovery, server hardening, group policies, implementation of basic security checks (BSCs) according to BSI basic protection catalog (ISO 27001), modeling of maintenance objects in the GS tool and documentation, etc.

Windows 2012 R2 PKI infrastructure implementation as a cloud solution for connecting the carrier states Hamburg, Bremen, Schleswig-Holstein, Saxony-Anhalt. Card Management System development for the creation of personal smart cards and certificates for organizational units, functions, servers, and end devices, etc.

2nd level support of all customer AD and PKI structures, problem, change, release, configuration, and service level management according to ITL/ITSM, ticket handling with Remedy, etc.

Software MS Windows 2003 Server, MS Windows 2008 R2 Server, SCVMM, SCOM, SCCM, Hyper-V, AD RMS, MS Exchange 2010, Powershell, MS Office, etc.

### IT Service Provider (Dataport AöR, Hamburg)

Duration 04/2012 – 08/2014  
Role Sr. Principal Consultant  
Environment ca. 100,000 users, 3,000 specialized procedures and services  
Summary Planning, design, implementation, and support of two virtualized central administration platforms (AdminPTF) based on Citrix Xenapp (AppV) to provision paths & administration tools (AdminTools) for monitoring administrative activities in customer environments.

Planning, design, and implementation of a virtualized Active Directory based on VMWare for the AdminPTF. Development of the logging and auditing concept for monitoring administrative activities. Execution of basic security checks (BSCs) according to the BSI basic protection catalog, modeling of the maintenance objects in the GS tool and documentation.

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2nd level support of a new Active Directory structure, change, release, configuration, and service level management according to ITL/ITSM, ticket handling with Remedy, etc.

Software MS Windows 2003 Server, MS Windows 2008 R2 Server, SCVMM, SCOM, SCCM, Hyper-V, AD RMS, MS Exchange 2010, VBS, MS Office, etc.

### IT Service Provider (Dataport AöR, Hamburg)

Duration 10/2013 - 08/2014  
Role Sr. Principal Consultant  
Environment ca. 100,000 users  
Summary Planning, conception, and implementation of a stage environment (integration environment) consisting of 4 structures on virtual Windows Server 2012 R2 Hyper-V basis.

Creating operations manual & naming concept, roles and permissions concept, group concept, backup & recovery, forest recovery, domain hardening, server hardening, group policies, Windows Server 2012 R2 installation guide, DNS name resolution concept, etc.

Embedding the integration environment into operational processes, development of new operational processes and optimization of existing ones, etc.

2nd level support for all customer AD structures, problem, change, release, configuration, and service level management according to ITL/ITSM, ticket handling with Remedy, etc.

Software MS Windows 2003 Server, MS Windows 2008 R2 Server, SCVMM, SCOM, SCCM, Hyper-V, AD RMS, MS Exchange 2010, VBS, MS Office, etc.

### IT Service Provider (Dataport AöR, Hamburg)

Duration 10/2010 – 08/2014  
Role Project management, Sr. Principal Consultant  
Environment ca. 100,000 users, Multi-Forest Environment (14 AD structures)  
Summary Implementing Active Directory Rights Management 2008 R2 Services (AD RMS 2008 R2) with SafeNet's Luna Hardware Security Module (HSM).

Planning, designing, implementing, and supporting Active Directory Rights Management Service based on Windows Server 2008 R2.

Project plan creation, budgeting, resource planning, architecture conceptualization, requirements & specifications, operating management manual & operations manual, installation guide, backup & recovery concept, security concept, security policy, hardening of AD RMS servers according to BSI basic protection catalog ISO 27001.

Planning, conception, implementing Luna HSM (SafeNet) (FIPS Level 2) cluster solution and connection to the AD RMS infrastructure, role concept and establishment of the HSM solution as an independent specialized procedure, elaboration of processes with the help of MS Visio, etc.

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2nd level support for the new Active Directory Rights Management 2008 R2 infrastructure, administration & error escalation, problem, change, release, configuration, and service level management according to ITL/ITSM, ticket handling with Remedy, etc.

Software MS Windows 2003 Server, MS Windows 2008 R2 Server, SCVMM, SCOM, SCCM, Hyper-V, AD RMS, MS Exchange 2010, VBS, MS Office, etc.

### IT Service Provider (Dataport AöR, Hamburg, Kiel)

Duration 10/2009 – 08/2014  
Role Sr. Principal Consultant  
Environment ca. 100,000 users, Multi-Forest Environment (14 structures)  
Summary Planning, conception, and implementation of Windows Server 2008 R2 migration and move to a new reference data center (Active Directory Migration Windows 2003 => Windows 2008 R2).

Creating a migration concept, operations management manual & operating manual according to BSI for the following topics: Naming convention roles and authorization concept, group concept, revision concept, logging concept, backup & recovery, forest recovery, domain hardening, server hardening, group guidelines, Windows Server 2008 R2 installation manual, DNS name resolution concept, DHCP concept, concept for the creation of a standardized Windows 2008 R2 structure, harmonization of all Dataport AöR structures, customer support during the concept audit, execution of basic security checks (BSCs) according to the BSI basic protection catalog, modeling of maintenance objects in the GS tool and documentation.

2nd level support of all customer AD structures, administration & error escalation, problem, change, release, configuration, and service level management according to ITL/ITSM, ticket handling with Remedy, etc.

Software MS Windows 2003 Server, MS Windows 2008 R2 Server, SCVMM, SCOM, SCCM, Hyper-V, AD RMS, MS Exchange 2010, VBS, MS Office, etc.

### IT Service Provider (T-Systems GmbH, Kiel)

Duration 03/2009 – 10/2009  
Role Senior Consultant  
Environment ca. 200,000 users  
Summary Migration of Telekom AG's internal two-tier PKI.

Planning and conception of a three-tier Windows 2008 PKI infrastructure, disaster recovery concept for the PKI, creation of certificate templates for persons, functions and technical components, revocation guidelines development, role separation, securing of certification authorities, etc.

Guide creation for applications regarding Active Directory migration, creation of the group migration concept, name concept, user migration process creation, review & proof of concepts, etc.

Software MS Windows 2003 Server, MS Windows 2008 Server, Quest Migration Manager, VBS, MS Office, etc.

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### Wholesale (bonprix Handelsgesellschaft mbH, Hamburg)

Duration 08/2009 – 08/2009  
Role Technical project management, Senior Consultant  
Environment ca. 1,000 users  
Summary Planning, conception, and installation of a two-tier PKI infrastructure based on MS Windows 2008 in a virtual environment on VMWare ESX servers.  
Certificate provision for domain controller certificates, Linux Apache server, client certificates.  
Software VMWare ESX Server 4.0, MS Windows 2008 Server 64bit, , MS Office, etc.

### Print (Bundesdruckerei GmbH, Berlin)

Duration 02/2008 – 04/2009  
Role 3<sup>rd</sup> level support, Key Supporter  
Environment ca. 6,000 ID-issuing agencies  
Summary Software and hardware module support for the PKI infrastructure of the Bundesdruckerei. Troubleshooting regarding smartcard authentication (authority card), OCSI certificates, fingerprint scanner, biometrics add-in (Biometrie AddIn), XSafe, K-Server, etc. Support for agencies in handling the Bundesdruckerei's encryption and signing modules. Creation & documentation of the test environment based on VMWare Server with implemented PKI for the reenactment of failure cases. Development of a documentation guideline for the different software module manuals. Statistical evaluations development regarding the utilization of PKI infrastructure. (KPIs)  
Software VMWare Server 1.0.9., MS Windows 2003 Server R2 64bit, XSafe, K-Server, MS Office, etc.

### Bank (Deutsche Apotheker und- Ärzte Bank eG, Düsseldorf)

Duration 11/2008 – 01/2009  
Role Technical project management, Senior Consultant  
Environment ca. 3,500 users, 350 servers, 60 locations  
Summary Replacement of the existing print services based on a MS Windows 2003 4Node cluster. Planning, design, conceptualization, and setup of a virtual print server environment using VMware Server. Project plan development, creation of the specifications for the integration of VMware Server and the virtual print services, detailed concept creation for VMware Server and the virtual print services, creation of the installation and configuration manuals for VMware Server and the print server based on MS Windows 2003 R2 64/bit, migration concept development, creation of a backup concept for the virtual print servers, execution of the migration, creation of the backup scripts, test landscape creation, etc.  
Software VMWare Server 1.0.7., MS Windows 2003 Server R2 64bit, etc.



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### Agency (Bundesagentur für Arbeit, Nürnberg)

Duration	03/2008 – 11/2008
Role	Senior Consultant, Microsoft Vendor
Environment	ca. 220,000 users, 500 servers, 200 locations
Summary	Support for migration from MS Exchange 5.5 to MS Exchange 2003 using Exchange 2003 ADC. Creation of a detailed concept for mailbox migration, creation of a detailed concept for the dismantling of the Exchange 5.5 structure, creation of the OAB concept, migration guide creation, Blackberry infrastructure (BES 4.1) re-design, preparation of the exchange structure for Blackberry use => IT policies, Windows rights, MAPI profile, calendar synchronization, etc. Preparation of checklists, statistics, charts. Execution of mailbox migration.
	Troubleshooting and assistance for 1st/2nd level support in service, creation, management of SRs to Microsoft, etc.
Software	MS Exchange 5.5/2003, MS Exchange Sp2 ADC, BES 4.0.1, MS Office, etc.

### Telecommunications (Vodafone AG, Düsseldorf)

Duration	02/2007 – 03/2008
Role	Technical project management, Senior Consultant
Environment	ca. 300 users
Summary	UserHelpDesk setup support for the Vodafone Test & Innovation Center. Development and specification of processes concerning the order management system (ARS Remedy 6.x/7.x). Further Remedy system development, programming of the access system for the Vodafone Test and Innovation Center, User Helpdesk activities.
	Call acceptance, ticket creation, coordination, and distribution of different test requests to the departments. Test requests to departments, 1-2 level support regarding the ARS Remedy system, migration capture tool administration, etc., definition, capture and evaluation of KPI's, creation of reports, charts, and analyses, etc.
Software	ARS Remedy 6.x/7.x, MS Office, etc.

### Industry (Siemens CIO, München)

Duration	07/2006 – 02/2007
Role	Senior Consultant, Senior Solutions Engineer
Environment	ca. 500,000 users
Summary	Creation of a strategic email concept regarding targeted archiving in compliance with all legal and business aspects. Connection to the global ECM (Email Life Cycle Management) system. Parallel development of an email displacement solution based on Opentext.
	Creating an alternative public folder migration strategy towards Sharepoint Portal Server V3. Creating an Exchange@Internet standard: Outlook Web

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Software Access over Internet and Outlook-RPC over HTTPS solutions (external access via the Internet).  
MS Exchange 2003, MS Exchange 5.5, (Opentext/IXOS) Livelink-ECM for Email Archiving, Livelink-ECM for Email Management, Livelink-ECM for Email Monitoring, Share Point Server 2003, Outlook 2003, MS Exchange 2007, MS Vista etc.

### Energy Producer (Areva AG, Erlangen)

Duration 05/2005 – 07/2006  
Role Technical project management, Senior Consultant  
Environment 4,500 users (11 servers, 5 sites)  
Summary Migration of a MS Exchange 5.5 structure to MS Exchange 2003 using EMW 3.6.1 (Quest Aelita) (InterOrg migration), Migration of a Windows 2000 Forest to Windows 2003, DHCP, DNS, & WINS  
Conception, implementation, design, and adaptation of GPOs according to company policy, conception and implementation of a proxy structure (MS ISA Server 2004), migration guide creation, preparatory measures for the use of the EMW migration tool, backup and restore concept creation based on HP Data Protector (backup to disk)  
  
Administrative Group and Routing Group concept development, installation guideline creation for Exchange 2003 Server.  
  
Instruction in various troubleshooting measures, escalation management, 2nd level support assistance, ticket handling => Active Directory, Exchange, Blackberry, Smartphones, PDAs, etc.  
Software MS Windows NT 4.0/2000/2003, MS Exchange 5.5,2003 SP1, BES 4.x  
MS Windows Reskit, MS Exchange Reskit, Support Tools, ADC SP1

### Industry (Epcos AG, Muenchen)

Duration 05/2004 – 07/2005  
Role Senior Consultant  
Environment 11,000 users (38 servers, 29 locations)  
Summary Migration of a MS Exchange 5.5 structure to MS Exchange 2003 using the Active Directory Connector SP1 (ADC migration).  
Design and implementation of the ADC 2003 SP1, connection agreements setup, SRS (Site Replication Service) installation, etc.  
Software MS Windows NT 4.0, 2000, 2003, MS Exchange 5.5,2003 SP1  
MS Windows Reskit, MS Exchange Reskit, Support Tools, ADC SP1

### Industry (Wincor-Nixdorf, Paderborn)

Duration 11/2004 – 04/2005  
Role Technical project management, Senior Consultant  
Environment 8,000 users (14 servers, 8 locations)

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Summary	Migration of a MS Exchange 5.5 structure to MS Exchange 2003 using the Active Directory Connector SP1 (ADC migration)
	Design and implementation of the ADC 2003 SP1, setup of all connection agreements, high availability concept => design and implementation of a 2-4 node Exchange 2003 cluster structure with connection to SAN (Network Appliance), installation guidelines development for the operation, design and implementation of the new servers, re-design of the routing group concept (routing group consolidation), server consolidation, execution of complete migration, (migrated data volume of approx. 2.5 TB) etc.
Software	MS Windows NT 4.0,2000/2003, MS Exchange 5.5,2000,2003, Citrix Metaframe (NFuse) => Admingates, MS SMS Server 2.0, Netbackup, MS Windows Reskit, MS Exchange Reskit, Support Tools, ADC SP1

### Industry (Siemens Business Services, Muenchen)

Duration	12/2003 – 11/2004
Role	Third Level Administrator, Senior Consultant
Environment	120,000 users (ca. 600 servers)
Summary	Administration and error escalation of a mixed MS Exchange structure consisting of MS Exchange 5.5, 2000, 2003 servers. Problem, change, release, configuration and service level management according to ITL/ITSM, ticket handling with QWeb, SBSQ, Remedy, server system monitoring with the help of MOM, ManageX, backup and restore of Exchange databases with Legato, server consolidation and optimization of the replication topology, conceptual design and implementation of a frontend/backend structure for the Outlook Web Access (OWA,OMA), VB scripts creation to automate the administration, administration guidelines development for second level support, ADC migration etc.
Software	MS Windows NT 4.0,2000/2003, MS Exchange 5.5,2000,2003, Citrix Metaframe (NFuse) => Admingates, MS SMS Server 2.0, Netbackup, SBSQ, QWeb, Remedy, Dameware, MS Windows Reskit, MS Exchange Reskit, MS Support Tools, etc.

### Education Provider (FuWe GmbH, Krefeld, Herne)

Duration	02/2003 – 12/2003
Role	Lecturer, Consultant
Summary	Trainer for Backoffice Applications; Trainer for MCSE Windows 2000/2003 Training of MS SQL Server 2000 specialists, MS Exchange Server 2000 specialists and MS Windows 2000/2003 specialists. Training for MCSE 2000/2003 was very practical with various projects (scenarios)->test landscape with 40 servers and 10 locations. The training for the participants lasted a total of 10 months and concluded with a 3-month internship in various companies. Depending on the scenario, infrastructures with 30 servers were created and distributed over 6 locations. Design, implementation, and administration of terminal servers (Citrix - server farm), load balancing, implementation of ICA client, network services administration, especially basic services (DHCP, (D)DNS, WINS,,)

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messaging infrastructure administration (Exchange 2000 distributed on 6 sites), database setup and administration (MS SQL Server 2000), PKI infrastructure setup and administration, creation of RootCAs and SubCAs, creation and distribution of certificates, SSL encryption, website encryption, etc.

Software MS Windows 2000, MS SQL Server 2000, MS Exchange Server 2000

### Education Provider ()

Duration 07/2002 – 12/2002  
Role Lecturer  
Summary Trainer for the MCSE Windows 2000 training of Windows 2000 specialists  
Conceptual design of Active Directory structures, terminal services (Citrix Metaframe 1.8, 2000), network services under Windows 2000, DHCP, DNS, WINS, file services, print services, replication topology Security aspects of a Windows 2000 structure.

Role Lecturer  
Summary Trainer for Microsoft Exchange 2000  
Training of Exchange 2000 specialists  
Routing group concepts, administration concepts, replication topology optimization, setup of exchange structures, troubleshooting, SMTP- X400-RGB connectors, disaster recovery concepts, etc.

Role Lecturer  
Summary Training of Linux specialists on basis of SuSE Linux 7.x, 8.x OS  
Local Linux administration, Kernel compiling/patching, Shellscripting, user administration, rights management, cronjobs, data backup, Network services administration DHCP, DNS, SMB, NFS, Internet News, Web Server, Proxy Server, LDAP, FTP, Linux LPI Level 1/2 Certification - [www.lpi.org](http://www.lpi.org)

### Systems House (Revento GmbH, Duesseldorf, Lindau)

Duration 01/02 – 07/02  
Role Project Supervisor/Second Level Administrator/Lecturer  
Environment 100 users  
Project Creation of an IT & EDP infrastructure (incl. conception, realization, supplier selection, purchase of the required hardware documentation, and briefing of the IT team)

Summary Creation of a Windows 2000 infrastructure with SQL database connection, implementation of Exchange 2000 mail system distributed over two locations in terms of site conception, name conception, and start-up. Client rollout for 100 employees, based on Wireless LAN (W-LAN) (802.11b) => components from "Artem" (Mobile Office)

Software MS Windows 2000 Adv. Server, MS SQL 7.0, MS Exchange 2000, Securepoint 2.0 (Firewall),

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### Educational Provider (INCAS AG, Krefeld)

Duration 12/01 – 01/02  
Role Lecturer  
Summary Company trainings in Windows 2000  
Setup of a Windows 2000 infrastructure  
Active Directory design, location conception for 5 sites, replication topology, = > ring topology setup  
Software MS Windows 2000

### Financial Services (HCT GmbH, Krefeld)

Duration 10/01 – 12/01  
Role Consultant  
Environment 1,500 Co-Workers  
Project Security concept implementation  
Summary Implementation of network security based on Linux Firewall & MS ISA Server  
Planning, conceptualization, and design of the proxy environment  
Software MS Windows 2000 Advanced Server  
MS ISA Server (Internet Security & Accelerated)  
Linux Distribution Firewall, Securepoint 2.0

### Insurance (Axa, Köln)

Duration 09/01 – 10/01  
Environment 1,500 Co-Workers  
Role Administration / Integration  
Project Packaging / software distribution  
Summary Existing software packages on MSI  
Standard scripted with InstallShield resp. InstallWise and distributed to clients with NetInstall 5.51/MS SMS Server 2.0.  
Software Windows 2000 Server, MS SMS Server 2.0, NetInstall 5.5

### Bank (DGZ DEKA, Frankfurt)

Duration 07/01 – 09/01  
Environment 4,800 Co-Workers  
Role Consultant  
Project Troubleshooting proxy infrastructure  
Summary Error escalation & redesign of an existing proxy structure  
Software Windows NT, IIS 4.0, MS Proxy 2.0  
IE 5.5 SP2, Apache SSL-Gateway,  
Netscape Browser, Netscape Proxy 3.51

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### Call Center (DGZ DEKA, Frankfurt)

Duration	05/01 – 07/01
Environment	520 Co-Workers
Role	Senior Solutions Engineer
Project	Performance assessment of call center agents
Summary	Evaluation of the agents' bandwidth requirements Performance monitoring/optimization of network load
Software	Windows NT 4.0, Sniffer pro, MS Network Monitor, MS Performance Monitor

### Bank (Hessische Landesbank, Frankfurt)

Duration	02/01 – 05/01
Environment	4,500 Co-Workers
Role	Senior Solution Engineer
Project	Backup & Archiving
Summary	Planning and conceptual design of a standardized backup and archiving solution based on a jukebox with DVD media. Evaluation of different backup & archiving software
Software	Windows 2000Advanced Server, MS Backup, Norton Ghost Enterprise Edition 6.5, JukeBox Manager (Pioneer), ArcServe 6.51