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| **Overview Telecommunications Industry Projects** |
| **Year** | **Customer** | **Role** | **Tasks** |
| 2018 | Deutsche Telekom AG, International Delivery UnitImplementing new business model after restructuring | Stream Lead:* organizational Change Management
* Life Cycle Management process
 | * Team Lead a of 3 FTE
* Design communication plan for agile mgt.
* Analyze current status of LCM, recommend improvements, development of future operation model (FOM)
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| 2016 - 2018 | Telecolumbus AG, Cable TVPost-merger integration, One BSS, OSS, ERP | Stream Lead B2B | * Gap Analysis BSS processes
* Revenue Assurance, Customer Experience
* Preparing outsourcing of call center services
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| 2013 - 2015 | Teles AGChange Management of Business Unit | Vice President andMember of Executive Board | * Department Head, 21 FTE
* SW-Development of C4 switch (Trading, Wholesale)
* Customer Service, Quality improvement project
* Sales
* Roadmap Development
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| 2012 | NextiraONEImplementing Project Mangement | Stream Lead | * Design and implementation of a Project Management Office (PMO)
* Bid- and Claim-Management Processes
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| 2011 - 2012 | E.On / T-SystemsOutsourcing | Sub-Stream Lead BSS Service Request Management in Stream Communication & Collaboration | * Design of E2E processes in Service Order Management
* Building Service Catalogue
* Analysis of Billing functions
* 6 FTE
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| 2007 - 2008 | Siemens Enterprise Communications | Director Managed Services | * Coordination of German sales force
* Developing ITIL based service catalogue and product portfolio
* Design of new business process of managed service portfolio
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| 2003 - 2006 | IBM Germany | Business Development Executive (BDE) | * Responsible BDE for the BOSNet tender (new wireless network for the German police, together with Vodafone)
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| 1994 - 2003 | Various companies | Executive Manager, Principal Consultant, Project Manager | * Acquisition of projects (volume up to 2mil € p.a.)
* 12 FTE to 130 FTE
* BSS projects in Asia
* Service projects in Germany
* Led the global Siemens INS Project (Integrated Network Services) growing value add service business in the telecom carrier and enterprise sector
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