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| **Overview Telecommunications Industry Projects** | | | |
| **Year** | **Customer** | **Role** | **Tasks** |
| 2018 | Deutsche Telekom AG, International Delivery Unit  Implementing 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) |
| 2016 - 2018 | Telecolumbus AG, Cable TV  Post-merger integration, One BSS, OSS, ERP | Stream Lead B2B | * Gap Analysis BSS processes * Revenue Assurance, Customer Experience * Preparing outsourcing of call center services |
| 2013 - 2015 | Teles AG  Change Management of Business Unit | Vice President and  Member of Executive Board | * Department Head, 21 FTE * SW-Development of C4 switch (Trading, Wholesale) * Customer Service, Quality improvement project * Sales * Roadmap Development |
| 2012 | NextiraONE  Implementing Project Mangement | Stream Lead | * Design and implementation of a Project Management Office (PMO) * Bid- and Claim-Management Processes |
| 2011 - 2012 | E.On / T-Systems  Outsourcing | 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 |
| 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 |
| 2003 - 2006 | IBM Germany | Business Development Executive (BDE) | * Responsible BDE for the BOSNet tender (new wireless network for the German police, together with Vodafone) |
| 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 |