CV Snapshot

Personal Information:

Name:	André Hess
Address:	Lauker Weg 18, 61276 Weilrod /Germany
Contact:	Mobile: +49(0)1736716531 E-Mail: Kontakt@andrehess.de
Date of birth:	06.03.1973
Nationality:	German

Education:

1990 until 1994:	professional education Electronics Engineer
	Technical School of electro technology, Bad-Homburg
Qualification:	Electronics Engineer
Languages:	German (native), English (fluent)
	Norwegian (intermediate)

Skill Summary

- PRINCE2
- ITIL V3
- SCRUM
- BMC Remedy ITSM
- ServiceNow
- SAP Business Objects
- MS – Operating Systems (MCP)
- Solaris Unix Operating Systems
- Oracle / SUN Hardware

Projects

Consulting73 uGmbH (Freelance)

01/2016 – 07/2017	Delivery Manager / IT Project Management / Portfolio Manager

Company/Branch: Deutsche Bank AG / Finance

Description:
- Coordination of Build, Activation (compliance checks), decommissioning and move of Systems in Deutsche Bank environment
- Change Management (BMC Remedy, ServiceNow)
- Build of Servers in direct contact with the client, discussing the requirements and providing reports on a daily base.
  Coordinating placement requests and network requirements directly with the involved teams and preparing the required documentation
  Coordinating non Rfs related Projects (Test environments) from Design to final hand over to client.
- Coordinating Datacentre move, Server hot move.
- As Activation Manager preparing compliance checks (SCCM reports) discussing requirements for activation with the client and preparing the required change request.
- As decommission manager, coordination of Server, Database decommission with the involved teams.
- Build, Activation and Decommissioning of Servers in all EMEA countries.
- Application migration incl. Data inventory in collaboration with the application owner.
- Change Management

Networker Projekt Beratung GmbH

07/2011 – 12/2015	Delivery Manager / IT Project Management / Portfolio Manager

Company/Branch: Deutsche Bank AG / Finance

Description:
- Coordination of Build, Activation (compliance checks), decommissioning and move of Systems in Deutsche Bank environment
- Build of Servers in direct contact with the client, discussing the requirements and providing reports on a daily base.
  Coordinating placement requests and network requirements directly with the involved teams and preparing the required documentation
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- Coordinating Datacentre move, Server hot move.
- As Activation Manager preparing compliance checks (SCCM reports) discussing requirements for activation with the client and preparing the required change request.
- As decommission manager, coordination of Server, Database decommission with the involved teams.
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- Application migration incl. Data inventory in collaboration with the application owner.
- Change Management

Solveos IT Solutions (Allgeier Group)

01/2009 – 06/2011   **Onsite Technician for Oracle Hard- and Software**

Company/Branch: Deutsche Bank AG / Finance

Description:
- Fix on fail for Oracle related Server hardware, Racking of Servers and equipment.
- Creating patch requests for build phase support.
- Supporting the build activity of servers, coordination of placements, final patching in DC.
- Support for Exadata Systems and midrange servers

a&o systems & services Germany (formerly Memorex Telex GmbH)

01/2007 – 01/2009   **Onsite Technician at GIZ Eschborn**

Company/Branch: **Gesellschaft für Technische Zusammenarbeit / Development Aid**

Description:
- Solving hard- and software related issues
- PC rollout coordination in direct contact with the client. Coordination replacement of PC hardware.

a&o systems & services Germany (formerly Memorex Telex GmbH)

01/2005 – 01/2007   **Technician Rollout Project and Onsite Support**

Company/Branch: Avaya / Communication

- PC rollout coordination in direct contact with the client. Coordination replacement of PC hardware
- Solving hard- and software related issues

Memorex Telex GmbH

01/2003 – 01/2005   **Technician Rollout Project and Onsite Support**

Company/Branch: R+V Versicherung / Insurance

- Coordination of Windows2000 rollout

Memorex Telex GmbH

| 01/2000 – 01/2003 | **Technician Rollout Project and Onsite Support** |

Company/Branch: Vodafone / Telecommunication

- Coordination and setup of IT Office equipment tech refresh Vodafone Shops and partner shops

Memorex Telex GmbH

| 01/1999 – 01/2000 | **Technician Rollout Project and Onsite Support** |

Company/Branch: Land Baden-Württemberg / Government

- Setup and OS-Configuration of Server equipment for governmental agency´s

Memorex Telex GmbH

| 01/1998 – 01/1999 | **Technician Rollout Project and Onsite Support** |

Company/Branch: Deutsche Bahn AG / Transport

- Setup and OS-Configuration of Server equipment

Memorex Telex GmbH

| 01/1997 – 01/1998 | **Technician Rollout Project and Onsite Support** |

Company/Branch: AOK / Health insurance

Setup and OS-Configuration of Notebook equipment for field manager

Memorex Telex GmbH

| 01/1996 – 01/1997 | **Technician Rollout Project and Onsite Support** |

Company/Branch: DEVK / insurance

Setup and OS-Configuration of Notebook equipment for field manager

Certificates

- PRINCE2, ITIL V3

Microsoft:

- Microsoft-MCP
- Microsoft OS
- Microsoft Server OS
- Security Configuration Compliance Manager (SCCM)
- MS MOC661
- MS MOC687
- MS MOC689
- Automatisierung NT4
- MS Exchange Server 5

Oracle / SUN:

- Exadata
- SUN Fire Midrange Server (IES-SM-30)
- SUN Fire Midrange Server Field Maintenance&Support
- SUN_NWS3254_Storedge3000
- Solaris OS / Unix
- SUN-SA-200-S10-Admin1
- SUN-SA-202-S10-Admin2

BMC:

- Remedy ITSM

FNT:

- FNT Command

SAP:

- SAP Business Objects

ServiceNow

Arcserver:

- ArcServeIT

Deutsche Bank related tools:

- ServiceNow
- NAR Database
- DBrib reports
- BMC Remedy ITSM
- SRM Ticket System
- dbSymphony Asset database
- Security Configuration Compliance Manager (SCCM)
- NCP (Network Change Portal / IP address requesting)
- E2E Portal
- FNT Command