Name: Wolfgang Zempel

Change- problem,- risk-, transition management, ITSM

Project management (Waterfall, agile, hybrid)

PMO, Project Management Office, Stakeholder management

Information, document, data management

Conclusions, Certifications

- **Master degree Business Administration Information Systems** (Diplom-Kaufmann Wirtschaftsinformatik, Organisation 09/2011)
- **PMP**© 6th ed. (incl. agile) - 06/2018
- **PSM**© - Professional Scrum Master - 06/2019
- **ITIL**© Foundation v3 (02/2015) and v4 (09/2019)
- **MSP**© Managing Successful Programmes - 02/2019
- **P3O**© Portfolio, Programme and Project Offices - 03/2019
- **Agile Business Analyst** - iSQI© CABA -03/2016
- Apprenticeship: **logistics manager** / forwarding agent 1985-1987

Trainings, Courses, Certification Preparations

- **ITIL**© SS Service Strategy, and SD Service Delivery certification preparation
- **Agile** tools: Jira, Jira Confluence, Trello, Kanban, Essence - 2019
- **HSE** related courses Pharma, Gas & Oil, incl. drilling platform access
- **Roche internal courses** incl. CA CLARITY PPM, Project Library, PMM, HERMES - 2015-2016
- CA **Clarity PPM** trainings and experience - 2018
- **ISO/IEC 27001** training, ISMS, Information Security Management System - 2019
- **Salesforce**, Trello online trainings - 2019
- **SAP R/3** Fi/Co, basic modules and "SAP R/3: Debitoren und Kreditorenbuchhaltung in FI" 1999
- **SAP S4 HANA** SIMPLE LOGISTICS, ERP training – 09/2019

Additional relevant skills

- **MS Office Suite**, **Google Suite**
- Document management: **Documentum**, Project Library, **Drilling database management**, Landmark **CDS** (seismic data), and **MDS** (well data), "**TOM**" Track Order Manage (project management), **MS Project**, **SiteCom**, **E&P Data Ticket**, Semantic, information structuring
- Excellent **languages** skills
  - German: mother language
  - English, Business English: fluent
  - French: good
- **Team player,** team lead, manage/guide, and support (inkl. agilen Teams), **self-driven**
- Manage **feasibility studies**
- Prepare **project justification, financials,** submit to program management, decision board
- **Analyse** your business data, and **filter** the relevant information
- Your **translator of business level information through to technical or dev. personnel**

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Branches

- **Energy** business and services (incl. Gas & Oil, up- and downstream)
- **Consulting**
- **Project management**
- **Incident- and problem management, technical and IT support desk**
- **Change management, OCM**
- **Insurances**
- **Pharma** IT, health industry, and pharma market research
- **Bank** and finance services providers, POS, BOS, sales point, customer cards, e-payment
- **IT full-service** provider
- **Transport & logistics**, forwarding agency
- **Goods economy**, consumer industry

Customers

- **ITERGO** Informationstechnologie GmbH - ERGO Group, Insurances
- **Wincor Nixdorf** International GmbH, Wincor Nixdorf AG, **Diebold-Nixdorf** Ltd.
- **BP** Europa SE
- L. Hofmann-La-**Roche**
- **Getreide AG**, IT
- **itXOR** GmbH & Co. KG
- **Deutsche Privatbank**, AG, Banking Services
- FID **Förderinitiative Deutschland** KG, Finance Provider, Insurance Companies
- **distribution consultancy** GmbH, CLM ServiceGruppe GmbH
- **RWE Dea**, Gas & Oil Upstream, Energy
- **Conoco Phillips**, **Jet**, Oil Downstream
- **TOPTEC** Tankstellentechnik, **Lanzerath** (Schweiz) Group AG
- **Anthros Datentechnik**, **B + S Card Service**, Bank Service Provider
- **BP Oil**, Deutsche BP, Oil Downstream
- **Aral**, Oil Downstream
- **Olsen Fashion**, **Wolff & Olsen**, ERP
- **Deutscher Ring** Versicherungen, Insurances
- **Fujitsu Services**, IT Services
- Landesbank Baden-Württemberg, **LBBW**
- **Lufthansa Systems Network**, POB Business Consulting
- **ANSWERS** Marketing Service - Pharma Research, ANSWERS International
- **Axel Springer** Verlag
- **Kühne & Nagel** AG, Forwarding, Shipping, IT

Project Experience

2019-01 - 2019-07
itXOR GmbH & Co. KG
Project management, business analysis, program and business case development, feasibility study, testing and deployment/implementation of new **ERP system** "**MonKey-Office**", **ProSaldo**, financial accounting software. Evaluation and reporting, tax service management. MS Project.
Trainings, certifications: **ITIL** Foundation v4, ITIL SS, SD, ST, Service Implementation, Jira, Jira Confluence, Trello, Kanban, MSP Managing Successful Programmes, P3O Portfolio Programme Project Office, ISO 27001, ITSM.

2018-06 - 2018-12
ITERGO Informationstechnologie GmbH
Program "*drive*", **Change Management**.
Develop and implement the newly developed motor insurance system software.
PMO activities, project management office, monitor and steer software development projects, testing and implementation, project and project manager support. Interface between project managers, IT and decision makers (SME). Agile project management with Clarity, Jira, Trello, Kanban, test management, incl. HP ALM, HPApplicationLifecycleManager management.
Stakeholder management, preparation, attendance and documentation of steering committee meetings. Risks management, budget, problem, issue, resource, change, and cost management.

2017-06 - 2018-05
itXOR GmbH & Co. KG
Project management, business analysis and business case development, feasibility study, evaluation and reporting, ITIL service implementation, tax service management, MS Project, Alfresco, VMware.

2016-03 - 2017-05
Wincor Nixdorf International, Wincor Nixdorf AG, Diebold Nixdorf Ltd.
Change program management, service transition: retail sites of BP Europe SE, 14 countries
Project management office (PMO lead), senior project manager, substitute program manager.
Project planning and management, service contract novation management, service improvement management, develop program management plan and program schedule, risk assessment and management, key transition milestone management, tracking of 12 different projects within a timeframe of 18 month. OCM organizational change management.

2015-08 - 2016-03
L. Hoffman-La Roche AG
Change management, senior project management: Development and implementation of web and database based Roche intranet solution "PAD".
Project management, PMP, HERMES, and Google Suite. Business analysis, requirements specification, functional specification, business case / project management planning, project schedule development and management. Risk analysis and -tracking, project planning and management. Monitoring and support of agile (Jira) software development and testing. User acceptance test management, software integration planning, and management, post-implementation support management.

2013 - 2015
itXOR GmbH & Co. KG
Document and information management with SharePoint server, big data analysis, evaluation and reporting, business intelligence with Tableau, Excel, PowerPivot, multivariate data analysis, operations research.
Project management, business to business marketing, MS Project server and client, Alfresco, owncloud,VMware Workstation, processes analysis and documentation, UML, BPM, Aris tool, ITIL service implementation, ETL, e-commerce.

2014-03 - 2015-01
Deutsche Privatbank, AG
Change Mangement: Windows 7 system migration, management of integration and tests of banking specific software, roll-out strategy development and implementation management, project management, budget and resources planning and surveillance, progress monitoring, reporting, selection of external service provider, test case development and planning, test execution and control of bank specific software under consideration of interfaces and bank specific requirements.

2013-02 - 2014-02
FID Förderinitiative Deutschland GmbH & KG
distribution consultancy, CLM Service Group
Business plan, business case, actual state analysis, project plan and specification book.
Project management concerning software development of a business intelligence application for bank employees und insurance brokers, consulting, technical support.

2012-09 - 2012-12
RWE Dea AG Production Data Department, Document- and Data-Management System
Inventory and data analysis, development of automated quality assurance methods, capture, analysis, quality control, data preparation, reporting, project management, presentation.

2007-02 - 2012-09
RWE Dea AG: Geo Support Center
Multi Project Management / Program Management
Project management, business analysis and engineering, planning and management of software evaluation, development and management of feasibility studies, management of software implementation, consulting, coaching of internal project leads, interface/mediator between business and IT department incl. development team concerning the following projects:

> **RWE Dea 1. Project: Real Time Operations for Drilling Data, Document- and Data-Management System**
> **Change management:** selection, evaluation, and implementation of a Real Time business intelligence solution.
> Data collection and transfer from drilling rigs worldwide to Dea offices. Data consolidation in data warehouse. Online/live and offline data analysis, data preparation and consolidation of operational data from several drilling rigs worldwide.
> Reporting, information presentation in SiteCom software; alarm and QC management.

Implement collaboration functions for data analysis and data/information presentation together with RWE Dea experts located all over the world, management board members and with external service providers.

Project coordination, development of workflows, and documentation of the RTO system implementation. Resources, time and budget planning and management. Data and business process analysis. Software evaluation, feasibility study, development of RACI, ITIL service design, implementation of service management processes. International software roll-out.

RWE Dea 2. Project: Make or buy E&P Data Ticket
Software development, management of document and data management system
Change and project management. Process, business and data analysis.
Software development project for several business units responsible for "Exploration and Production" and interfaces to external service providers. Project coordination, base estimates, and make-or-buy decision.

Specification book and implementation of a new web based business and project management information system; selection and management of external dev. partners.

ITIL services design, workflow design. Steering agile software development.

Test case development, execution of test cases and quality control of test cases, quality assurance, bug tracking.

Pilot installation, project coordination and software implementation.

Documentation, reporting, development of a quick info document and hand book.

Post implementation support, management and surveillance of the newly implemented workflows and services and responsibilities.

E&P Data Ticket version 2.0 (Follow-up project)
Development and similar tasks as for Data Ticket vers. 1.0
This version focused on data analysis and presentation by Excel charts and graphs and a tableau dashboard.

RWE Dea 3. Project: Portfolio Management
Evaluation of a portfolio planning and management system concerning planned and executed drilling or seismic tasks, resources and cost management.

Requirement specification, evaluation, development of a questionnaire, research, analysis, weighting, identification of the most relevant points and approval by the responsibles, process owner and management board.

Coordination between business and technical department responsibles.

RWE Dea 4. Project: Evaluation and Implementation of a corporate Seismic DataBase - MDS, Document- and Data-Management System
Change management, project management.
Selection, evaluation and implementation of a new Corporate Seismic Master Database - (Landmark PetroBank MDS) system to collect, store and manage all relevant data concerning of data and document management system of seismic 3D surveys. Analysis of all relevant data from different storage locations in-house and at external service providers.

Seismic acquisition delivery: specification and implementation of aligned workflows and defined application interfaces to external service providers. Quality assurance and project management.

RWE Dea 5. Project: Evaluation, and Implementation
Corporate Well DataBase - CDS, document and data management system
Change management, project management: Selection, evaluation and implementation of a new Corporate Well Master Database - (Landmark CDS) system to collect, store and manage all relevant data concerning exploration, appraisal and production of wells/drills. Development of an international operational concept incl. consideration of data streams to-and-from external and foreign OPCOs (operation companies). Development and implementation of quality assured workflows and alignment of maintenance procedures.

RWE Dea 6. Project: TOM - Track Order Manage,
Document- and Data-Management System
Change and project management: Development of the requirements specification document and support of development TOM. A MS Access based individual developed software tool to manage QC tasks concerning seismic survey documents and data. Project management.

2006-08 - 2007-02
RWE Dea AG: Drilling Department, Document- and Data-Management System
Change and project management: Selection and evaluation of a document management system for technical documentation of the drilling rig "T-150 Mittelplate".
Project management, actual state analysis, feasibility study, selection and evaluation of a document management system, development of new document and folder types for technical documents in Documentum, interface analysis and control, management of business and IT specialty department incl. development team.

2005-07 - 2006-06
Conoco Phillips Jet, TOPTEQ Tankstellentechnik GmbH, Lantzerath Schweiz Holding AG
Change, project management "ASAP - SAP PM Plant Maintenance" project.
OCM, Organizational Change Management: Europe-wide (10 countries) harmonisation of 8 differing legacy service and maintenance management systems for petrol sites concerning front office, back office und field site items.
Software- and data migration of 8 service legacy systems. Implementation of one common incident, service, problem, change management and reporting system based on SAP PM (Plant Maintenance). Development of feasibility study, business and processes analysis, development of business case, business plan, documentation, creation of budget and resources plan, peer reviews up to approval, coordination of requirements and processes between IT and business department members.

2005-01 - 2005-06
Olsen Fashion, Deutschland GmbH, Wolff & Olsen
IT support, service desk, merchandise (AS/400) and selection and evaluation of a new enterprise resource planning (ERP) software (Navision), business intelligence, sales statistics evaluation and reporting.

2004
Deutscher Ring, Insurances
Business Process Analysis Foreign Trip Insurance Department, Business Case and Project Plan development, Process Engineering, Workflow Creation, Implementation

2001 - 2003

BP-Oil GmbH und Deutsche BP AG

ITIL technical helpdesk for cash system and point of sale banking, back office system based on UNIX and SQL, support and maintenance, service desk, incident, problem and change management. Management of RAP (Retail Automation Project software) and merchandise system (e.g. AS/400). EDI, e-Commerce, shop system management, order management, product and item administration Remote support, VPN, hardware, software and item updates and new item or price update roll-outs.

2001 - 2003

Anthros Datentechnik GmbH & Co. KG, B+S Card Service GmbH

OCM, Organizational change management.

Analysis and reorganization Card Service (payment and loyalty cards) as well as procurement department.

ITIL service desk and customer and payment cards system support. E-commerce, EDI, electronic funds transfer, FEP (Front-End-Processor) for cash and point of sale banking and authorisation system, loyalty card system management, business intelligence, data analysis, presentation and reporting system management, SQL queries.

2001

Fujitsu Services, IT Services, Aral

Back office, front office, user and shop system (incl. payment) and e-commerce support. SIR - Site Incident Reporting and Management System. Petrol station technical system support.

1999 - 2000

LBBW Landesbank Baden-Württemberg

OCM, Organizational Change Project Management: Bank merge

Conception, organisational and technical support concerning harmonisation of three differing technical system topographies. Change management, IAT - integration and acceptance tests, Roll out scheduling and coordination.

1994 - 2000

ANSWERS Marketing Service, ANSWERS International, Pharma Research

Market research for pharmaceutical industry and e-Commerce companies.

Development of questionnaires and questionnaire campaigns, expert interviews, mystery shopping, analysis, statistical interpretation, data and research evaluation, conclusion presentation. Project coordination, project development and proposals. Project plan, business plan development.

1985 - 1987, Kühne & Nagel AG & Co

Apprenticeship and additional practical experiences as an employee.

Forwarding Agent Kühne & Nagel (AG & Co.), Hamburg with focus on sea and airfreight.

Transportation & logistics, IT service. Theoretical and practical experiences at Kühne & Nagel (AG & Co.), Braunschweig.

Several certifications Verein Hamburger Spediteure.

What you can expect

Result- and process-oriented work style, high commitment with excellent project and domain skills, flexible, integrative and customer-oriented thinking and acting, good teamwork and communication.

Previous Project Partners

- **ITERGO Informationstechnologie GmbH**
- **Wincor Nixdorf International GmbH, Wincor Nixdorf AG, Diebold-Nixdorf**
- **L. Hoffmann-La Roche AG, pharma IT**
- **itXOR KG**
- **Getreide AG**
- **Deutsche Privatbank, AG**
- **FID KG, distribution consultancy GmbH, CLM ServiceGruppe GmbH**
- **RWE Dea, Gas & Öl Upstream, Energie**
- **Conoco Phillips, Jet, Oil Downstream**
- **TOPTEC Tankstellentechnik, Lanzerath Group AG**
- **Anthros Datentechnik**
- **B + S Card Service - Banking Provider**
- **BP Oil, Deutsche BP, Öl Downstream**
- **Aral, Öl Downstream**
- **Olsen Fashion, Wolff & Olsen**
- **Deutscher Ring Versicherungen**
- **Fujitsu Services, IT Services**
- **Landesbank Baden-Württemberg, LBBW**
- **Lufthansa Systems Network, POB Business Consulting**
- **ANSWERS Marketing Service International**
- **Axel Springer Verlag**
- **Kühne & Nagel AG**

My Knowledge

- Change and transition management
- Stakeholder, and communication management
- Project management (Waterfall, agile, hybrid)
- Multi project management
- PMO - Project Management Office
- Program management
- Risk, incident, and problem management
- Management of software development
- Develop, and execute feasibility studies, PoC prove of concept
- Delivery of the key project planning documents and driving these to the required quality for formal approval (peer review) by the leadership team
- Specific responsibility and accountability for achieving project objectives within the time, resources allocated
- Performing and/or monitoring the day-to-day management of the project
  - selection and guiding of project team members
  - direction of project team staff (permanent and contract)
  - reporting of progress against an approved plan and monthly PMO reporting
  - cost centre management
- Manage external vendor relationships or development contract staff balance requirements of affiliates involved

Advanced experiences

- Project management, program management tools: EPM, PPM, CA Clarity
- Working in HSE environments: pharma, gas & oil, incl. drilling platform access
- POS point of sale system, debit and loyalty card system
- Petrol station shop/office network technical service management
- Logistics and transportation
- Documentum, document/workflow management, owncloud, SharePoint
- MS Office Suite (Word, Excel, PowerPoint, Outlook), PowerPivot, MS Project, Visio
- Google Suite
- Information management incl. data organisation, and data structuring, semantic web (i.e. diploma thesis)
- Wiki, semantic wiki, WordPress
- VMWare Workstation, virtualisation, VOIP, owncloud
- SAP courses (e.g. R/3 FI/CO), SAP R/3 PM, business process optimisation
- SAP S/4 HANA SIMPLE LOGISTICS, ERP
- Test management, incl. HP ALM, HPApplicationLifecycleManager, Kanban
- Mockup and web design tools
- ITIL v3 Service Lifecycle

Diploma Thesis

"Bedarfsgerechte Unterstützung von Informationsnachfragern durch **Informationsstrukturierung** und **-organisation** auf Basis von formalen und inhaltlichen Metadaten"
"…requirements placed on the provision of information and how that information can best be organized…"

Executive Summary
As an **experienced and certified agile change, senior project**, and **PMO manager.**
I will support you in planning, execution, monitoring, steering successful software development, and software implementation projects and programs and the professional management of service transition projects.

My major strengths
- Problem solving ability
- Structured
- Self-driven
- Team player
- Experienced, trained and certified
- Exposure to change management and transition techniques
- Ability to work in a multi-cultural environment
- Excellent written and verbal communication and interpersonal skills

Ideally, I work on the interface of business specialty, technical or development departments and PMO, and/or I will guide the different project heads as a PMO lead or PMO member in a dynamic, international environment.

Please do not hesitate contacting me.

Many thanks and faithfully

Yours

Wolfgang Zempel

PMP PMI Project Management Professional
PSM Professional Scrum Master
PRINCE2
ITIL

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