

Eberhart Niemes, PMP

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PROJECT MANAGER AND IT MANANAGER

I am a dedicated PMP certified professional with more than 20 years of experience in different Telco and IT topics and have more than 8 years experiences in project management. I am customer oriented with high work ethics, self-driven and motivated. I own a strategic straightforward planning personality with a pragmatic and goal-oriented way of thinking, a Hands-On mentality and willingness to take responsibility. I am providing project management experiences a wide technical knowledge. I have been involved in team leading, decision-making and target setting always using clear communication and easy personal inter-relations.

Information Technology

- ▶ Network Administration
- ▶ VAS Service Deployments
- ▶ Netact and HP Openview NNM
- ▶ Technical Support & Training
- ▶ Troubleshooting & Testing
- ▶ Switched und routed Networks
- ▶ System Integration
- ▶ Ticketing Systems
- ▶ Coverage In-Building Solutions

Management

- ▶ Project Management
- ▶ Service Level Management
- ▶ Bid Management and Pre-Sales
- ▶ Change Management
- ▶ Cost/Benefit Analysis
- ▶ Support

PROFESSIONAL EXPERIENCE

Unitymedia GmbH, EMEA

Interim Senior Project Manager for B2B customer projects; EMEA July 2017 – July 2018

Leading customer projects for the entire lifecycle including planning, implementation, testing and launching.

The projects cover all kind of technologies from broadband and mobile solutions, seamless Wi-Fi, Dual stack (IPv6), customer self-care interfaces, legal regulations etc. often as Agil and Scrum projects

The Project initiation is in collaboration with the requester, the sponsor and other stakeholders

Planning and controlling the projects in cooperation with the technical side and with the development areas of IT / network technology

Leading workshops/meetings with representatives of all divisions and in all project phases

Preparation of templates to decision-making bodies (steering board, other boards)

Proactive management of the relationship with internal and external customers and development

Management conflicts and escalations

Refresco Germany GmbH, Central IT

Consultant and Project Manager for Skype for Business Impl EMEA + USA July 2017 - Dec. 2017

Technical coordination, consulting and technical implementation for a pilot introduction of Skype for Business (SfB) and the support of client rollouts for 3000 users in Germany and the European locations. Recommendation and testing of end-devices. Managing the integrate the existing SIP-based video conference system by

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implementing and using a PEXIS video bridge system. Organization of employee training.

"Hands-On" and user support for all SfB topics.

Identification and negotiation with hosting and cloud providers to set up an AADC and ADFS and design workshop for implementation in the IT environment. Overall project Responsibility for the migration of the tendency and the users from the USA to Europe incl. establishment of a central AADC and domain controller

Cellebrite Ltd, Germany and Israel

Project Manager Diagnostics Solutions EMEA together with Vodafone Global June 2016 – June 2017

Project manager for integration of HW based- and web-diagnostics systems, preparation of pilot projects. An interface between R&D, Product line and customer

The Desktop- and Web Diagnostic from Cellebrite enable the VF-Branches to perform extensive mobile devices test and resolve problems to avoid repair bookings

Implementation of the HW based diagnostics solution in 1300 VF branches in Germany and finding a measure to improve the usage.

Preparation for the Go-Life of the Web-diagnostics for the Netherlands and the Czech Republic

Establishing tier-1 and Tier-3 support for the German Market

Negotiation with the local service provider for the Tier-1 support

Point of escalation for all European markets

ThyssenKrupp Global Networks and IT Services, Germany

Change Manager EMEA, APAC, January 2016 – April 2016

interim Project Manager and Change Management

Owner and responsible of the Change Process for the network (WAN. LAN) changes within the TK organization worldwide in cooperation with Verizon, Vodafone, HP and T-Systems

Building up and the introduction of the change management processes within ThyssenKrupp.

Handover and training of the change manager position to the team in Poland.

ThyssenKrupp Global IT Network Service Management, Essen Aug. 2014 – Oct. 2015

Interim Project Manager (APAC) for the ThyssenKrupp Organization in Combination with Vodafone for a global swap project. VF swap all mobile connections, contracts and services for the ThyssenKrupp organizations in 7 countries including China, India, Taiwan etc. I manage this from the ThyssenKrupp site including working with various teams in all country.

drive project execution: track project activities, monitor & handle changes and conflicts.

Review and be responsible for, the overall development and integration of requirements;

Measure and monitor progress to ensure that the project is delivered on time

Manage relationships and coordinate work between different teams at different locations;

Represent the project and the project status in front of customers and discuss the project situation and the next project steps

Act as single point of contact on site for the all project related aspects;

Defining and leading pilot projects and acceptance tests

Determine the customer needs and evaluate alternative solutions

Handover of the project to the support group and providing technical support

Provide project documentation and reporting to the higher management.

Responsible for service related issues within the OneCell Program and towards Vodafone

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Vodafone Group Services Limited, Germany**Global Transformation & Migration Manager, Düsseldorf**

April 2013 – July 2014

Interim Project Manager (Europe) for the ThyssenKrupp Organization for a global swap project. VF swap of all mobile connections, contracts and services for the ThyssenKrupp organizations in 14 countries. Driving the project execution, track project activities, monitor & handle changes and conflicts

Measure and monitor progress to ensure that the project is delivered on time, within budget and that it meets expectations;

Coordinate with the VF sales account managers in each country to bring the implementation and integration forward

Manage relationships and coordinate work between different teams at different locations;

Ensure that the project team follows all quality assurance processes, including periodic reviews and transitions;

Working with various teams in each country and coordination of the migration preparations and activities

Managing voice and data coverage In-Building solutions to the customer (UMTS/LTE) as key elements of the delivery.

Represent the project team in jour fixes with the customer to discuss the project situation and the next project steps

Act as single point of contact on site for the all project related aspects;

Determine the customer needs and evaluate alternative solutions

Making recommendations to possible implementations scenarios within the organization and towards the customer

Managing the Machine-to-Machine implementation within the ThyssenKrupp organization.

JenOptik , Germany**Interim Project Manager for a Fight Simulation Project at JenOptik, Jena, Germany (January 2013 – March 2013)**

In a prototype project for a fight simulation project for the Russian military responsible for determining the production cost across several departments and suggest optimizing.

Driving the project execution, track the project activities and monitor the status of the deliveries

Making recommendations and building a tool to get an overview and to track the production cost with information out of the SAP systems

In Cooperation with Talk Fusion, Germany/USA**Freelance CRM Consultant, Hamburg, Germany**

March 2012 – December 2012

Successful build up an international platform for social marketing.

Definition of a roadmap for a European wide implementation of a CRM system and IT-integration based on vTigerCRM to manage worldwide procurement processes.

Preparation and providing webinars in social network marketing using social media

UNITYMEDIA, Cologne, Germany**Interim Project Manager for PECHE, Network development, Voice and IP core Network expansion, Cologne, Germany**

Dec. 2011 – March 2012

System integration of PECHE (Pan-European-Centralized-Head-End), a platform for VOD (video on Demand)

Responsible for the initial integration of the systems into the Cologne Kerpen headquarter, coordinating with the Dutch team.

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NOKIA SIEMENS NETWORK, Kuwait City, Kuwait / Dubai, United Arab Emirates**Customer Project Manager**, Kuwait City, Kuwait (Nov. 2008 – Oct. 2011)

Manage multiple integration projects for Zain Iraq, a major telecommunication company from Iraq, with overall responsibility for the deployment and integration of VAS Services and OSS systems. Supervise Software Development Team, Integration Team, Staging Team and teams of subcontractors. Negotiate with third parties and subcontractors for project delivery and onsite commissioning. Oversee project costs, budgeting and scheduling. Managing of the Technical Support Team for CSI over the past 3 years.

- Successful implementation of all responsible projects in Baghdad under high-risk and low accessibility working conditions.
- Completed NTMS integration and VDS Unification project to customers' complete satisfaction and received highest marks in the Project Satisfaction Surveys.
- Delivered the swap of Nokia VDS Recharge Voucher System with Topup@ V 4.1 below pre-set budget.
- Successful deploy of VAS Services for Web/Wap, service content browsing over USSD and online recharging countrywide
- Definition and controlling of the roadmap for the OSS implementation and service transition.
- Determine and controlling the OSS and VAS service implementation cost, resource, time and cost control and definition of the rollout plans.
- Making recommendations for possible OSS implementation and integration scenarios and tooling
- Reduced the cost of integration and onsite activities by up to 20% per project through development of highly qualified and competent teams of IT professionals and subcontractors.
- Selected Projects:
 - Integration of OSS Netact 5.3: Managing entire lifecycle of a project for migrating of existing Network elements to the new OSS including 200 BSC, MSS, Traffica, SGSN.
 - VAS Bundle II Project: Led 2 Distributed Development Teams and the introduction of new services for Miss-call Alert, Service Content providing over USSD and Web/Wap portal.
 - The swap of Nokia VDS Recharge Voucher System with Topup@ V4.1: Oversaw the rollout and integration of a high-end cluster system and countrywide migration of 156 million vouchers.
 - Self-Provisioning Service: Led the development and implementation of self-provisioning services and supervised team of Developers, Staging Team and Integration Team.
 - Nokia Terminal Management Server: Led swap of Nokia terminal management service, a system designed to push automated service configurations to the subscriber handsets.
 - VDS Unification Project: Oversaw the rollout and integration of a new VDS, IVR and USSD system, harmonization and migration of the existing vouchers.

Service Project Manager, Dubai, United Arab Emirates

Sept. 2006 – Oct. 2008

Served as the Service Project Manager for integration of OSS systems.

Implementation of mediation devices between the subsystems.

Built and led an international and remote-working integration team. Provided ECC legal clarification for the delivery of restricted components. Negotiated with subcontractors in Iraq for HW commissioning and installation.

Deployed and integrated the first C@O IN systems to Zain Iraq.

- Successfully integrate and migrate the charging and billing system in Iraq with restricted access and high project risk.

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Solution Sales and Service Bid Manager, Dubai, United Arab Emirates (March 2006 – August 2006)

Managed the service bid process for bids and tenders for Charging and Billing Systems, responding to RFP's, RFI's and project quotes, including the coordination of inputs from all internal and external service providers. Prepared and provided customized offers, including SoW, responsibility matrix and SoC for services. Identification of potential additional business in cooperation with the account manager. Analyzed Tender and provided pre-sales support for bid responses. Identify and qualify customer requests. Developed service tools and processes that were adopted companywide as a business model. Provide training to sales and project management.

- Drove business in the region and enabled sales team able to provide winning proposals to the customer.

SIEMENS, Munich, Germany***Tier 3 Support Engineer for Mobile Applications — Siemens Mobile Networks***

(August 2001 – Febr. 2006)

Provided support for location-depends services (LDS) and location-platform systems. Planned and integrated location-depends services solutions worldwide. Served as integration engineer for VAS pilot implementation projects in Brazil. Worked with OEM partners for geocoding data and systems. Provided training for customers.

- Achieved high levels of customer satisfaction for the completion of the pilot projects in Brazil, which led to additional LDS projects in the region.

System/Tier 3 Support Engineer for Network Management Systems — Siemens Enterprise Networks, EN

(March 1999 – July 2001)

Served as the Technical Support Specialist for NMS, provided technical support and consultancy for Network Management System from HP and Cisco. Designed and implemented customized network management solutions. Organized and held technical training and workshops.

- Planned and implemented a distributed network management based on HP Openview for 750 bank sites throughout Turkey.
- Provided support, consultancy and customized solutions with high level of satisfaction to the customer.

Tier 3 Support Engineer for Routed and Switched Enterprise Networks — Siemens Enterprise Networks

(March 1998 – February 1999)

Served as Tier 3 support and provide technical solutions for routed and switched networks for Cisco and Nortel network products. Trained customers on routed and switched networks.

- Provided resolutions and support for the network elements within SLA and with a high level of satisfaction to the customer.
- Support in all security and firewall aspects for the routed networks

AEG ELECTROCOM, Constance, Germany

April 1995 – Feb. 1998

Service Engineer for the introduction of High-Speed Character Recognition and Letter Processing Systems

Planned and implemented systems for letter processing at the Royal Post in the UK and the German Post. Supervised local teams comprised of approximately 7 engineers and technicians.

- Deployed and integrated successfully complex and leading-edge letter processing machines in UK and Germany.

EDUCATION & TRAINING

Technical University Lübeck, Germany Diploma Engineer in Physics Technology	Sept. 1991 – Oct. 1994
Nottingham Trent University, Nottingham, UK BSc., Combined Studies in Science, Computing & Physics, <i>Graduated with Honors</i>	Oct. 1993 – July 1994
Fern University, Hagen, Germany Intensive Study in Business and Economics	Oct. 2001 – July 2002

Specialized Training:

Advanced Cisco Router Configuration
Cisco LAN Switch Configuration
ASFA System Fault Analyze for SUN Systems
Enterprise Cluster 3.0 Administration
IIL training for Program Management
Enabling for solution and business consulting
Negotiation and Finding Win-Win Solutions

CERTIFICATION

Certified Project Management Professional, Project Management Institute (until July 2021)	June 2005
Certified HP Openview Network Management Consultant	July 1998

LANGUAGES

Fluent in German, English and Spanish

Köln, 19.06.2018