

# DANY FLORIAN TAGNE BAHO PROGRAM KOORDINATOR, PROBLEM RESOLUTION, SW TICKET AND PROCESS MANAGER

March 01, 2020



## OVERVIEW

### 1. Profile Summary

A candidate with extensive experience in customer facing roles within the automotive industry. The candidate is a strong anchor in escalation projects where resources are scarce and customer pressure is high. His experience in tier 1 and by OEM is valuable in many project situations.

## 2. General Information

<b>Birth date</b>	23.10.1986
<b>Place of birth (city, country)</b>	Douala, Cameroon
<b>Nationality</b>	German
<b>Contact (email, Phone, address)</b>	<a href="mailto:florian.baho@gmail.com">florian.baho@gmail.com</a> +49 15227 010101 Schallenbergweg 7/2 71134 Aidlingen Baden-Württemberg

## 3. Languages

<b>German</b>	Full professional proficiency
<b>English</b>	Native speaker
<b>French</b>	Native speaker

## 4. Skills

<b>Processes / Disciplines</b>	<ul style="list-style-type: none"><li>● Problem resolution management</li><li>● Ticket management</li><li>● Change request management</li><li>● Requirements management</li><li>● Scrum boarding</li><li>● Project audits and health checks</li><li>● Process management</li><li>● Organizational change management</li><li>● Methodology advice (agile) software development</li><li>● Team coaching</li><li>● Project coordination</li></ul>	Advanced
<b>Customer Experience</b>	German OEMs, Germans Tier 1	Advanced
<b>Methods / Tools</b>	FMEA, DRBFM, 8D Report Methodology, Ishikawa, morphological box, functional cost analysis, Agile Methodology	Advanced
<b>PC Skills / Tools</b>	<ul style="list-style-type: none"><li>● MS Office</li><li>● JIRA, Core ALM</li><li>● HTML 5, CSS 3</li><li>● MS Visual Studio</li><li>● DOORS</li></ul>	Advanced

## 5. Professional/Work Experience

<b>Period</b>	12	2019	to	03	2020
<b>Company name</b>	Freelancer				
<b>Title</b>	Consultant at the error manager team for VW Infotainment system.				
<b>Location</b>	Wolfsburg, Germany				
<b>Description</b>	<ul style="list-style-type: none"><li>• Auditing the working process between the service provider VW and Suppliers.</li><li>• Identification, analysis, structuring and evaluation of existing development processes.</li><li>• Definition of new working process.</li><li>• Planning and execution of workshops with stakeholders to ensure proper roll-out of new processes.</li><li>• Establishing weekly meeting between VW FO / Error manager of VW different subdivisions (infotainment system).</li><li>• Establishing weekly meeting with suppliers (in Korea).</li><li>• Roll-out of the new processes and methods.</li><li>• Supporting the service provider company by acting as tickets manager for VW department.</li><li>• Defining a process for tickets verification for the test team by the service provider for VW Infotainment system.</li><li>• Consultant for establishing a supplier tracking process.</li></ul>				

<b>Period</b>	01	2019	to	11	2019
<b>Company name</b>	Freelancer at VW Group (UA EEMZ/1)				
<b>Title</b>	<p>Consultant for establishing Processes by the requirement and the change request management teams.</p> <p>Consultant for establishing a role description and working mechanism between both teams.</p> <p>Consultant for establishing a supplier tracking process.</p>				
<b>Location</b>	Wolfsburg, Germany				
<b>Description</b>	<ul style="list-style-type: none"> <li>● Auditing, design and implementation of processes, methods and tools.</li> <li>● Identification, analysis, structuring and evaluation of existing development processes</li> <li>● Documentation/modeling of target processes</li> <li>● Roll-out of the new processes and methods</li> <li>● Monitoring of roll-out with change management methods / operational support as well as coaching of internal and external partners</li> <li>● Planning and execution of workshops with stakeholders to ensure proper roll-out of new processes</li> <li>● Organizing weekly meetings between Requirement management team and change request team to ensure that the documented status in Doors and Rational Change IBM are concordant.</li> <li>● Preparing a weekly report with burning change request to be discussed during the FO / BTV Meetings.</li> </ul>				

<b>Period</b>	10	2017	to	12	2018
<b>Company name</b>	Valeo Schalter und Sensoren GmbH				
<b>Title</b>	Freelancer, Problem resolution and change request manager				
<b>Location</b>	Bietigheim-Bissingen, Germany				
<b>Description</b>	<ul style="list-style-type: none"> <li>• ensuring that all customer discovered SW issues are identified, analyzed, managed and controlled to resolution.</li> <li>• Strategy to be developed and to be agreed with the customer and suppliers to have a process that all users shall use. Issues are recorded through ticket-based tools (Jira, KPM, SERENA), identified and classified</li> <li>• Daily Meeting with the developers. Ensures a tracking of the implementation of the software tickets for</li> <li>• Delegating all SW Issues to developers or IT team with deadlines.</li> <li>• Analyzing and assessing software issues to identify acceptable solution(s). Resolution shall be implemented and tracked until closure. Weekly Report to Management and to customer.</li> <li>• Reporting to management about the status by SoB (start of Business and at EoB (End of Business) to give the summary.</li> <li>• maintain the traceability of the requirements for the entire V-cycle according to A-SPICE and ISO 26262.</li> <li>• Continuously training of developers regarding tickets handling and process. To ensure the good working of the ticket tool and their back-office synchronization for communication with suppliers and customers ticket system.</li> <li>• Cross checking the ticket handling.</li> <li>• Weekly meeting with Ticket manager by the customer side and by the supplier's side.</li> </ul>				

<b>Period</b>	01	2015	to	09	2017
<b>Company name</b>	Daimler AG, Accumotive				
<b>Title</b>	Team leader of requirement managers				
<b>Location</b>	Kirchheim unter Teck, Germany				
<b>Description</b>	<ul style="list-style-type: none"> <li>• responsible for creating component specification document with SW/HW developers and through the list of suppliers provide by the sale team ensuring the agreement of the specification document to finally produce.</li> <li>• Change management. Cross-project responsibility of the requirements coordination for E &amp; E components</li> <li>• Creation of Doors features and requirement specification. Creation of component specification documents.</li> <li>• Managing a team of 5 people</li> <li>• Coordination of component specifications with suppliers. Linking cross-project requirements content and verification methods (e.g., tests)</li> <li>• Support in improving the entire requirements engineering process</li> <li>• Travel to suppliers for agreement meeting.</li> </ul>				

<b>Period</b>	06	2013	to	12	2014
<b>Company name</b>	Robert Bosch GmbH				
<b>Title</b>	Test Engineer, Front camera for customer BMW, Daimler and VW				
<b>Location</b>	Leonberg, Germany				
<b>Description</b>	<ul style="list-style-type: none"> <li>ensuring the test defined in the agreed specification document between customer and supplier</li> <li>Planning and execution of security attempts to design validation execution of development</li> <li>Processing and documentation of the results.</li> <li>Presentation of the result in weekly meeting and weekly test report to the customer through Doors.</li> <li>Development of improvement suggestions.</li> <li>Documentation of Design and background inspection technique development.</li> <li>Development of test bench with the technical engineer.</li> <li>Support with conception, Design and verification of prototypical measuring conditions for optical and electronic examination of product samples.</li> <li>Organizing test travel</li> </ul>				

<b>Period</b>	10	2011	to	01	2013
<b>Company name</b>	Fraunhofer FIT				
<b>Title</b>	Scientific worker				
<b>Location</b>	Sankt Augustin, Germany				
<b>Description</b>	<ul style="list-style-type: none"> <li>Developing of a program for instrument control and data analysis (Labview)</li> <li>Design and development of a laser (Helium-Neon-Laser)+ optical system (OSLO)</li> <li>Testing and quality assurance of the established system</li> <li>Supervision and training of interns in laboratory</li> <li>Producing the microfluidic chips in polydimethylsiloxane (PDMS) or in Glas</li> <li>Development of printed circuit board with Ultiboard and Multisim (National Instrument Tools)</li> </ul>				



## 6. Trainings

<b>Period</b>	2019
<b>Name of the certificate</b>	SAP

<b>Period</b>	2017
<b>Name of the certificate</b>	KPM, JIRA, Core ALM

<b>Period</b>	2016
<b>Name of the certificate</b>	International Requirements Engineering Board Hoods Muenchen

## 7. Education

<b>Period</b>	2008	to	2011
<b>University</b>	Bachelor of Engineering, Optic und Laser Technic		
<b>Location</b>	Koblenz, Germany		
<b>Dissertation at</b>	Fraunhofer institute FIT, Sankt Augustin		
<b>Topic</b>	Detection of kinetic binding of proteins in microfluidic chamber		

## 8. Other

<b>Driving license B category</b>
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Dany Florian Tagne Baho

01.03.2020  
Date