

# PERSONAL DATA SHEET



**Address:** Tanja Heimes

**Mobil Nr.:**

**Mail:**

**Education:** High School Graduation

**Year of Birth:** 1969

**Birthplace:** Heidelberg

<b>Focus:</b>	Several years of experience at international projects. Target-oriented project work at Change- and Incident Management. Successful project coordination Service Delivery. Service-oriented troubleshooting 1. Level Support.	
<b>Reference:</b>	E.ON Digital Technology GmbH	Dr. Cristina Tarean
<b>Certifications:</b>	ITIL v3 Service Transition (03/2016) ITIL v3 Service Operation (07/2011) ITIL v3 Foundation (02/2011) Cisco CCNA (11/2007) ITIL v2 Foundation (12/2006)	
<b>Professional Training:</b>	MS Projekt (2009) Cisco/Linux LPIC 1 11/2003 – 01/2004 (no practice)	
<b>Tools:</b>	Remedy, Tivoli, Excel, Word, Power Point, Outlook, Lync, Sharepoint PULS, Cisco Router, Nagios, HP Openview, Site Scope, Netcool	
<b>Branches:</b>	Telecommunication Automotive Service Provider Public Sector Trade	
<b>Miscellaneous:</b>	Very good organisational skills. Excellent awareness for customer satisfaction. Due to my good service orientation I received many positive customer feedbacks. My successful cooperation in different projects is a sign of my flexibility.	
<b>Language Skills:</b>	German native language English very good Hebräisch very good Finnish basic	
<b>Place of action:</b>	remote	

## **Problem Manager**

**E.ON Digital Technology GmbH, remote**  
**innogy SE, Homeoffice, remote**

**01/2021 – 12/2021**  
**07/2017 – 12/2020**

- Identification and management of problem tickets within ServiceNow (SNOW)
- Conducting major problem review meetings (Lync) with all stakeholders in accordance with the process
- Introducing the results of the Major Incident Management Report as input for the RCA (Root Cause Analysis)
- Coordination of the root cause analysis and the activities of the problem analysts to resolve the root cause
- Monitoring of the progress in processing with regard to corrective measures and follow-up activities such as changes.
- Escalations if necessary
- Ensuring that the problem is processed and documented in ServiceNow
- Point out and record business risk
- Assistance in completing the RCA report
- Include known errors
- Monitoring and triggering of the Major Problem Back-Log in ServiceNow
- Quality Assurance
- Compliance with the agreed key figures (KPI)
- Co-development of the process and compliance with it (process improvements, review)
- Support in setting up a dashboard (QlikView)

### **Tools / Language:**

ServiceNow, Lync, MS Teams, Sharepoint, Outlook, English, German

## **Change Management**

**RWE IT GmbH, remote**

**08/2016 – 07/2017**

- Coordination changes with technical divisions
- Change quality check
- Risk und Impact analysis in cooperation with the technicians
- Approve / reject changes
- Trigger and obtain further needed approvals from additional CAB groups
- Communication with change managers from other CAB groups
- Coordination emergency changes (Emergency-) Change Advisory Boards (CAB)
- Change closure (Final Approval)
- Checking old pending changes.

### **Tools / Language:**

ServiceNow, Lync, Sharepoint, Outlook, English, German

## Change Management Coordination

Deutsche Bank AG, remote

04/2016 – 07/2016

- Change Management Coordination for Unix Changes
- Comprehensive coordination with EMEA Unix L2 technicians in UK and India
- Planning the duty rotation plan of the technicians
- Follow up the approvals of each change
- Negotiation with the change requestors and Global Coordination Team
- Handling changes that had to be re-scheduled and/or assigned to other regions or groups (APAC,USA)
- Review all Unix changes several times daily
- Considering freeze times
- Incident management coordination for Unix L2 Incidents
- Responsible to work on the incident SLA report
- Revise all incidents listed in the SLA Report, checking the reasons and how to remove them from the report again
- Content quality check of the incidents to avoid SLA breaches. Corrections have been made by me or the technicians.
- Daily review of all UNIX incidents and follow up if they are handled in time
- Triggering the technicians to work on the incidents
- Preparing some Power Point documentation for new comers.

### Tools / Language:

ServiceNow, Excel, Office Communicator, Skype, Interne DB Tools, Outlook, English, German

## Change Management Coordination

NetApp Deutschland GmbH, remote

10/2013 – 05/2015

- Change Management Coordination for migrations of end of service life EMC and NetApp systems to NetApp systems. The end-customer was Vodafone.
- Change creation in Remedy:
  - Classification, Prioritization
  - Scheduling in adherence to the given head lines of the CAB and freeze times
  - Completing the implementation plans (deployment plans)
  - Preparing exemption sheets for Changes during freeze times
  - Close change including outcome details
- Participation at CAB Meetings if necessary.
- I had created the changes with details that I extracted from technical data sheets. Those sheets had been prepared by the storage technicians with scripts and provided to me for further processing.
- To coordinate the changes I had to contact the respective change management that provided the contacts of responsible departments/persons (VF application / database teams) of the service that its data had to be migrated to new systems. The implementation process had then been discussed with those responsible technicians in respect of possible service and/or database impacts. All this had been discussed in detail in cooperation with the NetApp technicians that implemented the change together with the Vodafone technicians (stopping/re-activation the service).
- Obtaining further details through the CMDB (ICMS) for instance support teams, maintenance windows, contacts...

- Assisting the technicians in obtaining further required technical details from the Vodafone Storage team. (For instance if diverse exports/volumes that had not been accessed by services for longer time or that were empty could be deleted or been moved into a long term backup. This data then had not to be migrated to new systems.
- Managing a dashboard including all details (also technical details) needed by the project manager for reporting to the management.
- Managing a project list including all changes, their states and progresses.
- Managing a change calendar mainly for the technicians to help them get a better overview as they had to implement an huge amount of changes.

**Tools / Language:**

Remedy, Excel, Sharepoint, PULSE, IE, Outlook, English, German

**Project Coordination Service Delivery Data Storage**

**NetApp Deutschland GmbH, Kirchheim bei München**

**07/2012 – 03/2013**

- Processing the complete data storage projects of the main customers T-Systems and Deutsche Telekom.
- Partial handling the storage on demand projects of customer BMW
- Ongoing contact and negotiation with the customers project managers and technicians to coordinate the projects.
- Obtaining the necessary data as deadlines, change numbers and change frame times, maintenance windows, cable / config plans, LAN / power infrastructure etc.
- Planning and coordinating the projects with the NetApp technicians (scheduling the installing according the customers deadlines, screening if all necessary data, HW and SW components are available
- Communication with the customers data center responsibilities for announcing the HW dispatch and arrival of the technicians for installation
- Further important main tasks referring the projects coordination:  
Project documentation, providing project plans to the technicians, project tracking, reorder of missing parts or SW as licenses, racks, railkits, checking HW relations in the NetApps config tool Auto-Support, technicians hours booking, obtaining mission reports, coordinating foreign projects

**Tools / Language:**

Excel, PSA, PULSE, IE, Outlook, English, German

- Logistical preparation and maintenance of electronic control module SW regarding their respective BMW vehicle integration levels.
- Verification of error free control module SW through the validation of data.
- Preparation of test compatibility databases to perform vehicle tests and vehicle upgrade tests against the database that finally has to be sent to the plants and services to ensure a proper vehicle production and upgrade of cars that are not produced anymore.
- Performing special tests to ensure correct databases.
- Packetizing the SW data after successful tests into a final compatibility database and timely delivery of it to the plants and services.
- Creation and editing of SW logistic related data.
- Interface to the plants, services and release departments to analyze errors.

**Tools / Language:**

BMW Tools: SWL Lupe, SW Cockpit, SWL Validator, TAIS, Logical Expression Checker, Excel, Outlook, IE, German

**Incident Management**

**European Patent Office, München**

**07/2010 – 09/2011**

- Incident Management based on ITIL
- Cooperation with User Help Desk and second/third level support departments
- Acting as interface to UHD and higher level support teams
- Responsibility for functional and hierarchical escalations of pending or non-solved incidents
- Quality Management: controlling the correct categorisation of incidents and their ITIL conform handling
- Preparation of statistics in the format of Pivot Tables and Pivot Charts for the higher management.
- Co-operation with Problem Management

**Tools / Language:**

MS Office, Lotus Notes, Sametime, Tivoli, Interne DBs, Excel Pivot-Tables/Charts, English, German

## **Project Coordination Service Delivery**

**Vodafone D2 GmbH, München**

**04/2010 – 06/2010**

- Project planning Business Customer
- Person of charge to the customer
- Responsible for the implementation of the product's phases in due time
- Product realization and coordinating the work package
- Preparing a rollout plan, project documentation in different tools
- Internal consultation with Consulting, Order Management, and technical divisions
- Execution of HW and Circuit orders
- Tracking the project progress to fulfill the set dead lines
- Reporting

### **Tools / Language:**

MS Office, MS Outlook, NDS, Idefix, Comet, Remedy, AIDA, German, English

## **Project Coordination**

**T-Systems Enterprise Services GmbH, Karlsfeld bei München  
(MAN IT Services GmbH, Karlsfeld bei München)**

**06/2008 – 03/2010**

- Coordination of UNIX projects within the MAN corporate group
- Interface between the divisions UNIX and project management
- Participation at project meetings
- Moderation of project Kick-Offs
- Obtaining HW price offers of HP
- Triggering HW orders and follow up the delivery process
- Follow up the project progress

### **Tools / Language:**

MS Office, Lotus Notes, Internal Project-Tools, S A P, German

## **Consultant Cisco Network 1. Level Support**

**BT (Germany) GmbH & Co. oHG, Eschborn**

**07/2007 – 05/2008**

- Network support in a Cisco IT environment
- Troubleshooting and tracking outages of diverse devices and hardware components as routers, switches, circuits, bancomats and bank statement printers
- Service interface to carriers and external parties as field service, security companies and technical divisions

### **Tools / Language:**

CISCO Router, Switches, Internet, MS Outlook, Platin, Ankov, Remedy, Lotus Notes, SIMA, German, English

## Resourcing

**Cromwell Business Resultancy AG, Rümlang bei Zürich**

**02/2007 – 07/2007**

- Managing the selling process of IT experts including the preparation of offerings and contracts
- Investigating the consultants skills on the basis of their profiles and telephone interviews to verify if they fill the customers requirements
- Administrating the master data in the database to keep data and profiles up to date
- Continuous contact with customers, partners and consultants

### **Tools / Language:**

Internet, PC, Outlook, internal databases, MS Word, German, English

## Consultant Cisco Network 1. Level Support Netzbereich

**T-Systems International GmbH, München**

**03/2006 – 01/2007**

- Network monitoring
- Fault management in cooperation with system managers and service units
- Fault documentation in eTTs (Remedy)
- Acknowledgement, processing and tracking of faults and outages of circuits, firewalls, mailrelays, servers and routers...
- Contact with customers in Germany and abroad so as with internal divisions and external parties (for instance field service)

### **Tools / Language:**

Adobe Acrobat, CISCO Router, Internet, MS Outlook, OpenView, PC, Remedy, Switches, Telnet, Nagios, SiteScope, PMA, eTTS, Ping, HP OpenView Node Manager, German, English

## Resourcing

**GULP Information Services GmbH, München**

**09/2005 – 02/2006**

- Recruitment service
- Preparation and optimization of project inquiries on the basis of the customers requirements
- Assistance to the customers regarding the differentiation of “must- have” and “nice-to- have” so as additional qualifications
- Publication of the customers inquiries in the database so as contacting IT experts
- Initial telephone interviews with the interesting candidates including the negotiation regarding the remuneration
- Forwarding of the prepared applications to the customers stating the particular benefits of the diverse candidates in an extra cover letter to ease the customers decision
- New actions and search for further experts if it had be necessary

### **Tools / Language:**

Adobe Acrobat, Internet, PC, Outlook, internal databases, MS Word, German, English



## Frontline Engineer

Integralis Services GmbH, Ismaning bei München

02/2005 – 07/2005

- Second level service and administration of secure authentication technologies and e-mail security
- Internal and external documentation
- Process optimisation
- Professional customer consulting
- Coordination of projects with partners from UK and the USA
- Implementation of customer oriented services

### Tools / Language:

Adobe Acrobat, Internet, Intranet, MS Office 2003, MS Outlook, MS-Visio, Remedy, RFC, TCP/IP, Telnet, Unix, Netcool, Postini, ActivCard, RSA, German, English

## IP Address Administrator, Support (fest und freiberuflich)

Cable & Wireless Telecommunication GmbH, München

10/2000 – 10/2003

- Establishment and lead of the European IPv4-Management division
- Administration of all IP address allocations
- Subnetting and net-design
- Implementation of RIPE policies and internal rules for IP addressing
- Design and implementation of simple intranet websites
- Development and concept of an internal RIPE administration tool
- Process optimisation
- Conduct of presentations and trainings in Germany and Europe
- Participation at Ripe meetings in Europe
- A two-week advanced course at C&W in USA
- 1. Level Cisco Network support for customers / Trouble-shooting
- Opening and tracking troubleshoot tickets
- Working on solutions and forward the tickets to further divisions
- Communication and e-mail correspondence with customers
- DNS administration, Domain administration, Mail Server services
- Initiation of leased lines, dial-ins and back up lines

### Tools / Language:

Adobe Acrobat, DNS, HP, Internet, Intranet, ISDN, LAN, MS-Office, Unix, OpenView, OSI, POP3, Remedy, Router, Switches, TCP/IP, Telnet, WAN, Windows, IPv4, RIPE, Ping, MX Server, German, English

## Exports

**Sigma Aldrich Chemie GmbH, Taufkirchen bei München**

**03/2000 – 09/2000**

- Preparation of offers, order handling and controlling consignments
- Maintaining the clientele in S A P
- Negotiation with the business partner in Dubai
- Controlling incoming and outstanding payments
- Middle East market analysis
- Preparation of statistics in a graphical layout
- Process optimisation

### **Tools / Language:**

Adobe Acrobat, Internet, Intranet, MS Outlook, PC, S A P, Windows, S A P, German, English

## Personal Assistant

**Siemens Ltd., Tel Aviv**

**01/1997 – 06/1999**

- Office Management
- Correspondence in German and English
- Travel expense reports
- Flight Bookings

### **Tools / Language:**

Deutsch, Internet, Intranet, MS-Office, PC, Windows, Hebrew, German, English

## Teamleader Exports Sea and Air Cargo

**Albany Shichrur Int. Ltd., Tel Aviv**

**01/1995 – 12/1996**

- Price quotes for customers
- Correspondence with customers and freight forwarders
- Processing orders
- Price quotes negotiations with air cargo and sea cargo carriers
- Preparation of customs documentation

### **Tools / Language:**

Windows, Interne Tools, Hebräisch, German, English

### **Personal Assistant of the Management**

**Oshfir Ltd., Haifa**

**12/1993 – 12/1994**

- Office Management
- Processing of charter contracts
- Negotiation with shipping brokers, captains and customers
- Contacts with harbour management and the weather service
- Correspondence with freight forwarders and customers in Israel and abroad
- Export and freight forwarding

#### **Tools / Language:**

Deutsch, MS-Office, Interne Tools, Hebräisch, German, English

### **Export and Service Clerk**

**Meditex Ltd., Haifa**

**03/1991 – 11/1993**

- Responsibility for all export contracts and their follow up
- Ordering of all manufacturing recourses
- Correspondence with customers and vendors abroad
- Invoicing
- Presentation of the products at trade fairs

#### **Tools / Language:**

Internet, MS-Office, Windows, Interne Tools, Hebrew, German, English