

Torsten Bolte, Dipl.-Ing. (FH)

Burnitzstrasse 41
D-60596 Frankfurt
Mobile: +49 151 4035 8010
E-Mail: torsten.bolte@outlook.de

Profile

Dipl.-Ing. (FH) Data communications with extensive management and consulting experience for complex software solutions / transformations within different markets
Experienced in customer and partner program/project/engagement management in classical as well as agile environments combined with disciplinary/functional people management.
PMI und ITIL Foundation v3 certified
Strong analytical and strategic skills, team player, adaptable and sensitive to cultural considerations.

Experience

10/20 - today 08/19 – 09/20	Freelancer Parental leave / Sabbatical	Frankfurt am Main Frankfurt am Main
01/18 - 07/19	Modality Systems GmbH	Frankfurt am Main
Programme Manager		
<ul style="list-style-type: none"> ▪ Program Management responsibility (Head of Operations) for Germany, focusing on Consulting services to Deutsche Telekom accelerating Microsoft O365 business (Digitalisation/ Workplace 4.0) ▪ Lead all operational processes for Modality Systems Germany, incl. Delivery, Finance, Resourcing as well as partner/ sub-contractor management and Sales support. ▪ Management of Modality Systems service/product delivery to the German market ▪ Representation of Modality Systems in commercial/contractual as well as in delivery/planning/review contexts 		
03/15 – 12/17	PGi	Frankfurt am Main
Technical Account Manager / Program Manager		
<ul style="list-style-type: none"> ▪ Technical Account Management responsibility for PGi's Diamond Accounts in DACH ▪ Technology strategy owner for the assigned accounts for PGi products/services or PGi integrations with Microsoft (S4B), Cisco and market leading Video Solutions incl. proposal and Solutions development. ▪ Ownership of customer relationships with technology groups, product management, and service owners with SAP and Novartis ▪ Support introduction of Modality Systems GmbH to German Market 		
04/14 – 02/15	Freelancer	Frankfurt am Main
11/14 – 02/15	Parental leave	Frankfurt am Main
04/14 - 10/14	Confidential	Frankfurt am Main
Strategic Service Delivery Consultant		
10/12 – 03/14	Orga Systems GmbH	Frankfurt am Main
Manager Consulting & Support		
<ul style="list-style-type: none"> ▪ Program Management responsibility for Germany, Austria and Switzerland (DACH) ▪ Lead service delivery activities of cross-functional, multi-cultural and geographically dispersed teams related to the Product/Solution suite ▪ Operationally lead first introduction of new product solution into new target market (Automotive) ▪ Provide input into all commercial agreements with customers and partners and represent the company in commercial discussions 		
02/10 – 09/12	Freelancer	Frankfurt am Main
04/12 – 09/12	Public sector - Confidential	Frankfurt am Main
Strategic Consultant		
04/11 – 03/12	Deutsche Post DHL	Bonn
Teamlead Operations & Support E-Postbrief		
11/10 – 03/11	Deutsche Post DHL	Bonn
PMO Operations & Support E-Postbrief		
02/10 – 10/10	Public Sector - Confidential	Frankfurt am Main
Customer Service & Support Consultant		

08/09 – 01/10 PEAG GmbH Frankfurt am Main
Transfer company for Nortel GmbH under Administration

09/06 – 07/09 Nortel GmbH Frankfurt am Main

Advisor Operational/Business Support Systems EMEA

- Customer Management responsibility for the OSS/BSS Integration Team for Europe, Middle East & Africa
 - Customer and partner management responsibility
 - Development/Design, Costing/Pricing and Project Management & Implementation/Delivery of OSS/BSS solutions.
 - Identification of key OSS expertise, definition of strategic service delivery capabilities and evaluation of application/service delivery partner
-

12/05 – 08/06 Nortel Networks Germany Frankfurt am Main

Manager Operational/Business Support Systems DACH

- Management responsibility for the OSS/BSS Integration Team for Germany, Austria and Switzerland
 - Customer, partner and people management responsibility
 - Development and implementation of OSS/BSS solutions
-

01/04 – 11/05 Nortel Networks Germany Frankfurt am Main

Technical Account Manager EMEA Technical Support

- Network Technical Support Customer management responsibility for Germany, Austria and Switzerland (Regional TAM Prime)
 - Delegate of Authority of EMEA TAM Leader
 - Creation and maintenance of NTS Cost model for Data and Optical portfolio
-

02/03 – 12/03 Nortel Networks Germany Frankfurt am Main

Advisor Alternative Carrier & Enterprise Technical Support

- Customer management responsibility for german Alternative Carrier and Enterprise customers
 - Certification prime of EMEA NTS Management team
 - Management responsibility for 24x7 local Emergency Support (EFLS)
-

04/02 – 01/03 Nortel Networks Germany Frankfurt am Main

Manager Alternative Carrier & Enterprise Technical Support

- Network Technical Support Manager responsibility for german Alternative Carrier and Enterprise customers
 - Customer and people management responsibility
 - Engineering, implementation and support for Wireline Data products
-

11/00 – 03/02 Nortel Dasa Frankfurt am Main

Manager Preside Customer Network Support

- Customer Network Support Manager for Network Management applications (OSS)
 - People management and product support responsibility
 - Engineering, implementation & support of Wireline OSS applications
-

12/97 – 10/00 Nortel Dasa Frankfurt am Main

Support Engineer Magellan Technical Support

- 3rd Level Support Engineer for Tier 1 customer Deutsche Telekom
 - Engineering, implementation and support of Nortel Passport Network management applications and 3rd party performance reporting, network analysis and engineering applications
-

Education

- 1993-1997 Communications engineering - FH Wolfenbüttel
- Diploma work: Arcada Polytechnic, School of Technology Espoo, Finland
- 1991-1993 Mechanical engineering - TU Braunschweig
- 1990-1991 Basic military service
- 1983-1990 Sek I and Sek II Gerhardt Rohlf's Gymnasium
- General qualification for university entrance

Languages

Mother tongue: German
Excellent: English

Skills

Customer/Program management
Account strategy
Portfolio definition and management
Customer Relationship Management
Project- and Emergency management
Solution development
Budget responsibility
Board Reporting
Contract/SLA negotiation
Project/Contract monitoring and financial reporting
People and Partner Management

Certifications

Certified PMI Project management professional (PMP Certification)
ITIL Foundation v3 certified

Market experience

Telecommunication
Logistics - SaaS
Automotive
Software
Pharma

Position details

Position: Programme Manager

*Duration: 19 Months (01.2018 – 07.2019) – **Modality Systems Germany GmbH***

Program Management responsibility (Head of Operations) for Germany, focusing on Consulting services to Deutsche Telekom accelerating Microsoft O365 business (Digitalisation/ Workplace 4.0)

Main tasks:

Lead all operational processes for Modality Systems Germany, incl. Delivery, Finance, Resourcing as well as partner/ sub-contractor management and Sales support.

Management of Modality service/product delivery to the German market

Management of partners and sub-contractors

Representation of Modality in commercial and delivery/planning/review contexts

Manage resourcing – internally and with partners – including role definition and recruitment

Additional tasks:

In conjunction with Sales team, actively introduce/upsell, as appropriate, Modality products/services to complement/enhance agreed delivery

Track and QA delivery to customers including utilisation, acceptance and commercial coverage with particular focus/responsibility for Deutsche Telekom related delivery and revenue recognition

Internal communication of German market/customer requirements, acting as 'customer champion' with 'business case' for resource alignment/funding

Ensure German delivery team has correct composition/skills to satisfy known and projected needs

Internal communication re general German market delivery and lessons learned to a wider Modality audience and in Management forums

Maintain knowledge of key O365 provision, benefits/limitations and roadmap

Communication peers:

External: Customer, Partner, Subcontractor

Internal: Company/BU management (C-level, D-level), Sales, Product development, Product management, Finance/Controlling, Procurement, Partner Management, Legal, Human resources, Technical support.

Work language:

English (prime), German

Position: Technical Account Manager

Duration: 3 Years (2015 – 2017) – PGi

Customer facing role (Diamond Accounts DACH) responsible for assisting Global Account Managers (sales executives) with design and selling of PGI proprietary UC and integrated third-party solutions

Main tasks:

Ownership of customer relationships with technology groups, product management, and service owners

Evangelism and development of preference for PGI Products and Services within customer constituencies including PGI partner solutions (e.g. Microsoft, Cisco, ...)

Proposal and solutions development based on PGI and Partner Products and Services

Ownership of internal relationships with technology groups, product management, project management office and operations to act as bridge between our product and our customer.

Support introduction of Modality Systems GmbH to German Market

Definition/Alignment of all operational processes for Modality Systems GmbH and its delivery partners, including continuous and strategic monitoring and reporting

Additional tasks:

Technology alignment with the customer including joint roadmap & proposal development

Expert opinions and guidance based on deep knowledge of products, service and strategy provided by PGI, Microsoft, Cisco and other PGI technology partners

Implementation support: provides insight and support to PMO Lead

Communication peers:

External: Customer, Partner, Subcontractor

Internal: Company/BU management (C-level, D-level), Sales, Product development, Product management, Finance/Controlling, Procurement, Partner Management, Legal, Human resources, Technical support.

Work language:

English (prime), German

Position: Manager Consulting & Support

Duration: 18 Months (10.2012 – 03.2014) – Orga Systems GmbH

Customer responsible Program Manager for DACH region

Main tasks:

Operational customer, partner and subcontractor management (multiple management level), primary point of contact for and company representative in any management discussion/meeting

Lead all service delivery activities of cross-functional, multi-cultural and geographically dispersed (onshore/offshore) customer specific project teams (internal & external resources) incl. staff planning (allocation/recruiting), skill definition and team development (training, coaching/mentoring)

Actively driving the strategic customer dialogue on long-, medium- and short-term topics to establish a trusted business partnership with customers, partners and/or subcontractors

Operationally lead first introduction of new integrated Order management and Billing software solution into new target market (Automotive)

Continuous monitoring and reporting (incl. C-level reporting) all projects/project activities focusing on time, cost and quality KPIs (considering the actively defined customer strategy).

Proactively identify and validate upsell opportunities in close cooperation with the customer / Product Management/ Product Development / Sales and create the corresponding offers (price definition based on estimated cost, risk and margin guidelines) and SOWs

Additional tasks:

Define and communicate internally overall customer strategies considering the specific external requirements and the internal product/resource development planning

Support definition and implementation of internal strategy on business unit development

Active contribution to best practice knowledge sharing and global asset development (for reuse)

Communication peers:

External: Customer, Partner, Subcontractor

Internal: Company/BU management (C-level, D-level), Sales, Product development, Product management, Finance/Controlling, Procurement, Partner Management, Legal, Human resources, Technical support.

Work language:

English (prime), German

E-Postbrief: A Deutsche Post DHL developed solution to provide secure transmission of electronic letters with online or printed delivery for residential (individual transmission) and business customers (mass transmission). As a hosted solution (delivery as SaaS), E-Postbrief provides a Web-Interface for residential customer access and an integrated solution into business customers existing IT-landscape.

Position: Teamlead Operations and Support E-Postbrief

Duration: 12 Months (04.2011 – 03.2012) – Deutsche Post DHL

Lead and manage operations and support team for business customer E-Postbrief solution

Main tasks:

Lead and manage functional and disciplinary the Operations and Support Team (external & internal resources) incl. team recruiting, team change (external to internal) and resource development.

Definition and implementation of internal strategy, positioning/establishing department as line function within business unit and being delegate of authority for head of department.

Internal interface to customer service (1st line), development, test, product management, operational and strategic customer connection department and Sales Support

Introduction and establishing of ITIL based Support processes

Optimization of operational activities regarding operation, linking and support for business customers

Operational subcontractor management for selected VPN technologies and data center infrastructure/operations

Position: PMO Operations and Support E-Postbrief

Duration: 5 Months (11.2010 – 03.2011) – Deutsche Post DHL

Definition and planning of department strategy (general setup, processes, optimization initiatives) incl. monitoring and reporting

Main tasks:

Definition and implementation of department specific reporting and KPIs

Drive definition and support implementation of department setup, processes and recruiting

Management of resource agencies and overall budget control (resources, infrastructure, product specific cost)

Support head of department on all operational topics (resourcing, definition of work packages, implementation planning, monitoring)

Being delegate of authority for team lead as well as for head of department

Communication peers:

External: VPN technology Software/Hardware suppliers, Data center infrastructure/operations Supplier, Resourcing agencies

Internal: Customer service (1st line), Product development, Test, Product management, Operational and strategic customer connection department, Sales Support

Work language:

German

Position: Advisor/Manager OSS/BSS Integration

Duration: 4 years (2005 – 2009) – Nortel

Customer Management responsibility for Implementation of OSS/BSS Solutions in DACH/EMEA with disciplinary/functional people management responsibility

Main tasks:

Definition, engineering and implementation of customer specific OSS/BSS software solutions, mainly for Carrier VoIP and Data networks

Consolidation of customer requirements to define a solution concept considering the existing IT-Landscape and operational processes (incl. business models)

Cost estimation of targeted solution (Hardware/ Software, Installation and Commissioning, Customization) incl. selection of 3rd Party software vendor and definition of scope for subcontract.

Price definition based on cost, risk and margin guidelines

Project management (with special focus on delivery in time, cost and quality) of one particular and program management (focusing on planning, monitoring and Hot issue/Engagement management) of various parallel running projects

Partner and subcontractor management to ensure delivery based on contractual agreements

Execution/Monitoring of hand-over process (incl. Acceptance testing)

Additional tasks:

Definition of standardized solutions and implementation processes as well as strategic definition of Service portfolio (incl. vendor selection) and creation of contractual binding Scope of Work documents.

Support Sales and Pre-sales organization to ensure accurate positioning of specific solutions and services by attending/running customer presentations as well as supporting Purchasing and Bid management on delivery content and pricing for subcontracts/bids

Maintenance of customer relationship and push sales by identification and communication of Service Up-sell opportunities (consultancy, customization, managed services) or presentation of new team related service/delivery capabilities to existing customer base

Communication peers:

External: Customer, Software/Hardware suppliers, Service delivery partner

Internal: Account/Sales, Pre-Sales, Bid-Management, Purchasing, Supply management, Project Office, Tech. Support, Network Integration, Development, Product/Service management, Legal and customer specific operational leader

Work language:

English (prime), German

Position: Techn. Account Manager / Advisor / Manager 3rd level Support

Duration: 5 years (2000 – 2005) - Nortel

Product/Customer responsible 3rd level Support Manager (with disciplinary/functional people management responsibility) for DACH/EMEA region in direct customer contact

Main tasks:

Ensure all reported problems for customers are resolved in accordance with contracted SLAs and existing support processes

Creation and communication of customer specific service reporting (external/internal)

Escalation point of contact for customer/internal management in Emergency situations (Customer Advocacy/Engagement Manager) and management of internal resources to resolve existing outage situations (active case management)

Presentation of final/work around solutions (incl. risk, exceptions) in front of customer management

Ensure accurate problem reproduction and analysis (RCA) incl. customer communication of results

Creation and maintenance of customer specific emergency documentation

Regular (monthly/quarterly) and on demand (emergency/outage) customer visits as well as support CSAT processes and activities

Additional tasks:

Planning of software updates/upgrades with customer

Identification of customer specific software feature requests and communication into Product management/Pre-Sales/Sales as well as identification of Service opportunities (Up-Sell opportunities) and communication into Sales team

Support setup and management of PAN-European team of Customer Support Managers (TAMs)

Creation and maintenance of 3rd level tech. support cost model for EMEA.

Initiate creation and optimization of ,Installed base database for EMEA, incl. Equipment, SLA targets and KPIs, support budget, software level, customer specific agreements

Analyzing of existing support processes for improvement and internal communication

Communication peers:

External: Customer, Servicepartner

Internal: Account/Sales, Pre-Sales, Bid-Management, Network Integration, Development, Product/Service management and customer specific operational leader

Work language:

English (prime), German