

Résumé

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Career Summary

Software and Quality Professional with solid experience, including more than 8 years as a software manager, leading global software development teams, quality specialists, and vendors, and managing product integration.

Designed, implemented or adapted, and deployed processes and tools for a wide variety of functions including

- software development
- system integration
- project and time management
- information management and communication
- quality assurance
- metrics and business intelligence
- IT operations
- customer feedback
- requirement management
- incremental software development, maturity management

Focus on building solutions according to customers' needs, sustainability, efficiency, cost-effectiveness, adaptability, scalability, and interoperability. Ensure processes are measurable and transparent, essential prerequisites for enabling continuous improvement. Build quality and customer delight through lean and effective systems and avoiding that an organization becomes a servant to its own bureaucracy.

Work History

Mar. 2008 – Apr. 2010 **Product Quality Performance Manager at Nokia Services, Tampere (Finland)**

- Leading a global team of Quality Specialists responsible for
 - metrics and reporting systems
 - global R&D process development & deployment
 - customer feedback processes.
- Software release process deployment and improvement project.
- Definition of availability management process and metrics.
- Service management and customer process assessments and current state analyses.

Jul. 2005 – Feb. 2008 **Senior System Integration Manager at Nokia Enterprise Solutions, Tampere (Finland)**

- Developing and deploying global product integration process
 - integration planning and execution for business product line
 - product software schedules
 - risk management
 - requirement management
 - milestone reviews.
- Leading a team responsible for
 - product software integration and tracking
 - prototype managementacross multiple programs in the business unit.

Jan. 2004 – Jun. 2005 **Software Project Manager at Nokia Enterprise Solutions, Tampere (Finland)**

- Project management for mobile device SW integration
 - leading teams for modem, protocol, networking, and connectivity software
 - subcontracting
 - requirement management.
- Delivering software for multiple products in the business product line.

Jan 2002 – Dec. 2003 **Software Tools Specialist at Nokia Mobile Software, Tampere (Finland)**

- Vendor management for code generation, debugging, and simulation tools
 - requirement management
 - tools releases.
 - systematic improvement of existing tools via benchmarking, gap analysis and improvement project.
- Agreement of 3rd-party Tools Strategy with chipset and tools vendor
 - negotiating open debug interfaces and support
 - engaging with key partners to jointly develop powerful debug solutions
 - hosting global tools events and conferences
 - support for standardization worksubstantially improving the tool portfolio available to the company.
- Company-wide support for debugging tools, including
 - trainings and training evaluations
 - on-site support.

Aug. 1999 – Dec. 2001 **Software Designer at Nokia Mobile Phones, Tampere (Finland)**

- Developing, integrating, and testing mobile device software for flagship product
 - software development for several middleware components
 - software integration
 - test harness development
 - module testing
 - dependency database.
- Software tools technical support
 - version management
 - tracing
 - debugging.

1997 – 1999

Web Site Designer and Consultant (United States, Finland)

- Designed web sites and provided support in web site design for several persons and organizations, including companies, government, clubs, and individuals
 - standard HTML
 - server-side applications via CGI
 - web hosting.
- Provided web development consulting for an initiative of the United States Vice President.

1991 – 2000

Working Dog Training Instructor and Consultant (United States, Germany, Spain, Canada)

- Professionally trained and showed working dogs (trials and breed shows).
- Instructed and consulted others in this field.
- Dogs I trained and handled won national competitions, and people I instructed achieved highest certification levels within their national organizations.
- Published several articles and contributed to related video productions.

1993 – 1995

Shift Foreman at BHF, Marienmuenster (Germany)

- Programmed and prepared the computerized (e.g. PLC) machinery for a furniture company with 120 employees.
- Organized part of the company's shift work.
- Managed production and ensured conformity with customers' specifications.

1987 – 1993

Work/Study Program (Germany)

- To obtain the practical experience required by German Universities, worked at several companies:
 - 13 weeks in materials, surfaces, and mechanics, Max Planck Meteorological Institute (Hamburg) and Benteler (Paderborn)
 - 13 weeks in electrics and electronics, at Benteler (Paderborn) and Weidmueller (Berlebeck)

1986 – 1987

Military Service (Germany)

- Served as a messenger in the German army and achieved the highest rank possible (Obergefreiter) in basic military service.
- Training and responsibilities included communications between the units, military convoys, and the maintenance of vehicles.

Technical Skills and Experience

- Several years of experience in software management
 - time management, planning, tracking, resourcing
 - customer and supplier interface
 - implementing business objectives
 - managing complex real, virtual, and distributed teams
 - many products managed through entire life cycle
 - certified Scrum Master and Product Owner
- Very good quality and process skills
 - process development and deployment
 - quality/management systems and assessments
 - agile and lean
 - customer processes
 - ITIL process model
 - process improvement methodologies
 - metrics and scorecards development
 - CMMI for Development and for Services
 - Six-Sigma Green Belt
- Well versed in common office applications and systems
 - word processors, spreadsheet applications, presentation and graphics programs, databases
 - groupware, Wikis, SharePoint
 - Windows, Linux, MacOS
 - strong VBA skills
- Software integration and verification
 - strong experience in integration and verification of software
 - very good knowledge of integration, test, and error management processes and systems
- Experience with a wide range of software tools
 - software design, testing, debugging and tracing tools, in workstation and target environment
 - configuration management
 - test and error management
 - IT services management, service performance
 - groupware, document and content management
 - reporting, dashboards, business intelligence
 - scripting and tools customization
- Software design
 - embedded middleware software development
 - object-oriented programming
 - web design, client- and server-side applications
 - practical experience with C, C++, HTML, ASP, ASP.NET, Perl, VB, JavaScript, Assembly
- Background/education in electrical engineering
 - embedded systems programming
 - communications
- Very good understanding of computer hardware and software

Personal Skills

- self-drivenness
- customer orientation
- dedication to achievement, commitment to deliver
- engaging others, ability to motivate and influence
- good communication skills
- adapting to and leading change
- working under pressure
- continuous self-development
- readiness to accept new challenges
- ability to guide and coach
- cultural awareness

Languages

- English: fluent
- German: fluent
- Finnish: basic knowledge

Personal Interests

- Home improvement and yard work
- Go (Japanese board game)
- Web design
- Model trains
- Running

Education

2000 – 2001	Tampere University of Technology, Tampere (Finland) Information Technology	Selected courses in C++, object-oriented programming, and operating systems
1996 – 1999	University of Maryland, College Park, Maryland (United States), Electrical Engineering	Bachelor of Science in Electrical Engineering
1995 – 1996	Charles County Community College, La Plata, Maryland (United States), Electronics Technology	
1990 – 1995	Fachhochschule Lippe, Lemgo (Germany), Electrical Engineering, part-time	"Vordiplom" in Automation
1987 – 1999	Universität-Gesamthochschule Paderborn, Paderborn (Germany), Electrical Engineering, part-time	
1977 – 1986	Gymnasium im Schulzentrum Am Heimgarten, Ahrensburg (Germany)	Abitur

Additional training:

- leadership and management,
- quality and management systems, assessments,
- process development and improvement,
- virtual and remote teams,
- internet technologies,
- software development and testing,
- operating systems,
- microprocessors, on-target debugging,
- configuration management,
- service management, ITIL,
- Excel and VBA,
- Scrum Master and Scrum Product Owner,
- CMMI,
- Six-Sigma,

as well as tools-specific trainings.