



Personal Details

Name	Frederik Unser
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Date of birth	16 May 1983

Professional Profile

Self-motivation to deliver accurate services which are required for business needs. Identifying myself with my work and my technical knowhow allows me to drive solutions autonomously to excellent customer satisfaction. People recognise me for my professional results and agile way to find solutions. The ability to transfer knowledge to current situations assists me with new challenges. My personality allows me to be a team player and leader, proficient to perform on personal as well as on management levels.

Key Skills

Interpersonal:

High personal commitment to drive tasks to perfection
autarkic self-management, strong troubleshooting and problem-solving skills,
adaptive thinking, flexible to work in a team or as a team leader

Organisational & Processes:

Project Management (PMP & Prince2), Service Management (ITIL),
Quality Management Systems (QMS), Change & Configuration Management (ITIL),
Presentation Skills, transition management, coaching individuals and teams,
international customer expectation management, data protection

Infrastructure:

Data Centre design and architecture, Network & firewall know how,
current Operation systems, Virtualization technologies, data loss prevention strategies,
setting up Softphone, IP telephony and video conferencing solutions globally

Professional Experience

Opel Automobile GmbH

Ruesselsheim, Germany
August 2017 to now

European Team leader for voice and video

Responsible for:

- Setting up and managing support for softphones, IP telephony, video conferencing and events with a European team
- Establishing IP phone standards and rolling them out as replacement for PBX
- Renewal of companywide voice contracts, archiving saving of 50%+

Skills gained:

- Working close with procurement and service providers
- Setting standards in IP telephony and conferencing, saving 1Mio+ €

Adam Opel AG

Ruesselsheim, Germany April
2013 to Jun 2017

Programme und Project Manager (Consultant)

Responsible for:

- Transition: Complete Data Centre migration as part of an IT-Insourcing
- Transition: Mainframe Centralisation from Germany to Warren, USA

Skills gained:

- Organizing and planning of resources and their deployment across companies
- Deploying projects with high constrains under extreme high time pressure



Professional Experience (continued 1)

HP Enterprise Services Deutschland GmbH
Ruesselsheim, Germany
End 2011 – March 2013

Programme and Project Manager (Consultant):

Responsible for:

- Data Centre Network refresh in three Data Centres replacing old technology with State of the Art technology (Cisco Nexus), for a total of 3 000 Clients.
- Deploying Email Software Microsoft Exchange 2010 in four international Data centres for 300.000 Users, work stream lead for Data Centre and Network.
- Implementing and refreshing of firewalls between HPs Services and the customer clients.
- Coordination of the technical transition and transformation between various delivery Units.

Skills gained:

- Learning about new data centre network technology
- Organizing large-scale multi supplier information and testing.
- Data Centre transformation strategies in the light of email services
- Supplier/3rd Party Management and Escalation

HP Enterprise Services UK Ltd
London,
United Kingdom
2010 - 2011

Programme and Project Manager (Technical Consultant):

Responsible for:

- Creating a work environment for an international programme: Establishing team standards for each country project delivery; Over viewing effort and timelines, reporting those to the customer
- Support the setting up of a new services model
- IT project delivery including third party management for five countries (Poland, Hungary, Sweden, Finland and Gibraltar) and a total of 40 sites supporting total of 1300 users and several standard and nonstandard infrastructure components

Skills gained:

- Applying QMS and ITIL standards to day-to-day processes
- Tracking and organizing of several project delivery streams simultaneously
- Understanding processes of energy companies and their values

EDS Operation Service GmbH, an HP company
Ruesselsheim/Mainz/
Dudenhofen,
Germany
2009

Project Manager (Infrastructure Analyst):

Responsible for:

- Supervising up to eight deployments of infrastructure components per month; Reschedule deployments and reduced customers sustain cost by 30 per cent
- Supported the Firewall (Cisco ASA) replacement project in sales & design phase
- Mentoring and coaching business students to be successful with the final exams
- Instigated to rework parts of QMS documentation to be applied more efficient

Skills gained:

- Increased Project Management Skills and Problem-solving ability.
- Inspiring and motivating new staff and team members.
- Supervising Project tasks plus staff and escalating when needed.
- Negotiate between customers and technicians about technical possibilities.



Professional Experience (continued 2)

EDS Operation Service GmbH

Ruesselsheim,
Germany
2008

Project Manager Associate (Infrastructure Associate):

Responsible for:

- LAN Redesign (500 active network devices, 20000+ Sockets, 2m€); establish a local deployment group with global standards; determine deployment strategy including 3rd party vendors coordination; track and report project status and effort to global customer board
- Coordinated the Supplier Network Connections to the local Campus using MPLS and T-System Ethernet-Connect techniques
- Installing network infrastructure including IP-Telephony for a Turkish site

Skills gained:

- Established Project Management techniques and initial leadership qualities
- Acquired deeper Network and Cisco proprietary technique knowledge
- Guaranteed resource commitment to tasks in a project in a Matrix-organized environment
- Enthusiasm for doing QMS for all attended Projects not only as an end in itself

EDS Operation Service GmbH

Ruesselsheim & Frankfurt am
Main, Germany
September 2005
– January 2008

Apprenticeship as IT specialist:

Responsible for:

- Assistance in several European network and server projects; performing participation in Change Management; pioneering standards for Configuration Management for a European architect and project-leader team
- Performing Microsoft Server installations for IS&S-Server and SharePoint; implementing a virtualization environment with VMware/ESX-Servers, lead the first transitions of physical servers to this new environment
- Installation and Maintenance of Unix based systems (Solaris/Linux); organising Data centre moves
- Innovative Website makeover; documentation and presentation to the pan-European team

Skills gained:

- Gained basics of Project- and workload management
- Understanding processes of blue-chip companies (finance/automotive sector) and their value
- Formed wide understanding of IT – Business dependencies
- Achieved knowledge of IT components (network/servers/software) from various sizes and their operational environment.
- Enhanced MS Office skills, including PowerPoint, Visio and Project.

Additional Employments

DRK

June 2004 –
August 2005

- Responsible for:
- IT department for the regional Emergency Response and Rescue Coordination Centre the Red Cross in Mainz
- Skills gained: Deciding under high pressure; Duration in shifts; Selling to and dealing with Customers.

SWR

Summer 2002

- Responsible for:
- IT department of the Südwestrundfunk (SWR) television and radio public broadcast institution
- Skills gained:
- Operation assistance qualifications;
 - Conceiving huge IT-Infrastructures and Upgrade-Rollouts



Qualifications

March 2013 / 2016	PMI PMP (Project Management Professional) Certification / Re- Certification
November 2014	Six Sigma Training und Six Sigma “White Belt” Certification
January 2008	ITIL version 3 Foundation certification: Teaching several IT management topics like Service Design and Operation.
December 2007	“English for Business - Level 3”, Course from London Chamber of Industry and Commerce (LCCI)
August 2009	PRINCE2 Foundation (Projects in Controlled Environment v2)

Education

June 2019	Master of Science in Information System Management at the Salford University
April 2018	Industry 4.0 Training at EDx from Massachusetts Institute of Technology (MIT)
January 2008	Graduated as IT-Specialist at the IHK (Chamber of Commerce & Industry) in Darmstadt, Germany (90 per cent \approx 1.7 \approx B)
2005 - 2008	Vocational (Trade) School as part of apprenticeship, Gross-Gerau, Germany
April 2004	A-Levels [Abitur], comprehensive school Wörrstadt, Germany: Science of physic (A), Math (C), History (B), English (A)

Training

PMP / ITIL V3 Foundation / Prince2 / Quality Management systems /
Personal Data protection and Processing / Change-, Incident-, Process-Management /
IP Telephony & Video, CCNA / Database / MS Office, Visio

Additional Skills

Clean drivers' licence (car and motorcycle);
Software: SQL, C, Java, HTML/CSS, Shell Scripting (UNIX and Windows)
Languages: German (native), English (advanced), French (basic)

Publications

Dissertation March 2019

The impact on knowledge management when small to medium non-profit organisations move from local information systems to cloud or decentral information systems

CCI – Final examination 2008:

Design of a customer network in Gonesse, France.
(IHK Abschlussarbeit: Design eines neuen Kundennetzwerkes)

Extracurricular academic activity 2003:

Development and distribution of current significance coding languages

Personal interests

Skiing, natural science, music, cooking,
Managing Board of the friends' association for the primary school Gross-Gerau Nord e.V.

References

Available on request