CV of Axel Seibert

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Birth:	5. March 1970, Munich
Marital Status:	married, 2 children

Work Experience

October 2003-now **Siemens AG, ICN IT**	Software Strategy for the Service Department: defining the global architecture in cooperation with business people and developing an ITIL compliant service management solution
September, 2001 – **September 2003** Siemens AG, ICN IT	Project Manager: coordinating the development and global rollout of a customer-facing service solution (part of global CRM project), managing 14 colleagues in Munich and international project groups (USA, Brazil, Portugal, Mexiko, Belgium, UK); main work is interfacing between business and IT, including defining processes in workshops with internal customers, writing concepts, managing the development team, controlling time line and budget, reporting to senior management
May, 2001- **August, 2001** freelancer	Working as a consultant in CRM projects for telecommunication companies, optimizing service processes and bringing call centers online (new communication channels over the internet)
July, 2000- **May, 2001** Kana Communications, Inc.	Technical Manager: leadership of a consulting department for introducing complex CRM solutions in middle to large enterprises; the tasks included business process consulting and optimization, software integration and customization, presales consulting, and partner management
February, 2000- **June, 2000** Tumbleweed Communications, Inc.	Presales Consultant: presenting software solutions (products for securing communication channels in the internet and their integration into the enterprise IT landscape) to executives (technical people as well as non-technical people)
December, 1998- **December, 1999** Cybernet AG	Manager Security Engineering for a group of five security engineers: founded, developed and managed the business unit Internet Security (including the definition of business processes and products, financial controlling, the coordination of the security activities throughout the European branches and coaching the engineers). As Network Engineer built the nation wide backbone for the business as an Internet Service Provider from scratch.
April, 1996- **December, 1999** Cybernet AG	After designing & building the network management system, engaging as security consultant (creating & implementing security policies; auditing networks and firewalls)

Education

professional development	February, 2004: Leadership Program June, 2003: Project Management June, 2002: Problem Solving and Decision Making May, 2002: Risk Management April, 2002: Project Management June, 1999: „The Management Course for the Newly Appointed Manager" (at Management Centre Europe in Brussels) March, 1999: Basic Management Skills 1 (Change Management) at PMA Berlin 1998: trainee program "high potentials" within Cybernet AG
1990-1995	Degree: Master of Science after studying computer science and economics at the „Technische Universität München" (Institute of Technology, Munich)
(1989-1990)	(military service in Würzburg)
1980-1989	humanistisches Karlsgymnasium Pasing (high school)
1976-1980	Grundschule Maisach (elementary school)

Skills

foreign languages	English (fluently), Spanish (basic knowledge, used to be fluent)
trainer	held firewall trainings during university for ARTICON Information Systems GmbH; later for the customers of Cybernet AG, KANA and within Siemens ICN
office software	MS Office, MS Project, Visio
CRM products	KANA product suite (Response, Connect, Service, eBusiness Platform), Remedy Action Request System
security products	Checkpoint FW-1, TIS/NAI Gauntlet, Cisco PIX-Box, NAI Cybercop, TrendMicro Interscan VirusWall, NAI Total Virus Defense, Content Technologies MIMESweeper, Firewall HA-solutions, Baltimore PKI, Tumbleweed IME
databases	Oracle, MS SQL-Server, MySQL, Postgres basic know how of SQL
operating systems	Solaris, Windows NT/2000/XP, Linux, NEXTSTEP, BSDi
internet technologies	XML, XSL(T), (X)HTML, RDF, RSS, Topic Maps, IIS, Apache, Cocoon, Zope, JavaScript, ASP, JSP, TCP/IP Enterprise Application Integration (EAI)
network equipment	Cisco, Ascend
network management	Castlerock SNMPc, Ciscoview, Scotty

Competency Sheet

Management Skills
- leadership experience since late 1998
- profit & loss responsibility since late 1998
- project management
- account management for enterprise customers
- building organizations (and their processes)
- business administration
- project management methodology (according to PM @ Siemens, mainly IT projects, including risk management)
- excellent presentation techniques

Personal Profile
- true customer orientation
- business process orientation
- goal oriented, structured way of working
- decisive, willing to act on my own initiative
- very good team player with high social skills
- quick and willing learner
- good at analyzing complex situations
- highly motivated, can motivate others

Project Management Experience
- defining the scope and approach as well as guiding the implementation to an ITIL compliant workflow and service management system for a global service business (2004)
- software integration projects: writing concepts and managing development efforts for integrating service management software in enterprise software environments (e.g. mySAP CRM, SAP R/3) using Enterprise Application Integration systems (2002-2003)
- software development project: managing concept and development effort of re-design of enterprise service management solution (2001-2003)
- internal project: defined and implemented CRM solution together with new processes for business unit Internet Security (1999)
- customer project: design, implementation and management of internet security solution (firewall & VPN) at 10 locations in Germany (1999)
- customer project: design, implementation and rollout of VPN project at more than 30 locations in Germany (1998)
- infrastructure project: roll out of dialup equipment in more than 80 cities in Germany within four months (1996)