

PERSONAL DATA

Birthday: Born March 5th, 1964
Address: Muehlfelder Strasse 51, D-82211 Herrsching
Phone: +49 8152 / 6067; +49 179 518 9678
Mail: gb@gb-consulting.de; gerhard.burghaus@gmx.de;

EDUCATION

Studies "electrical engineering" with emphasis on technical data processing.
Degree: "Dipl.-Ing. Elektrotechnik"

**PROFESSIONAL
EXPERIENCE**

- ✓ Experience in Project-, Process- und Operation- Management in the Telecommunication Business
- ✓ Strategic Market Analysis for Software Business
- ✓ Generation of technical Documentation / Quality Assurance for IT Projects
- ✓ Conception und Realisation of System Integrations
- ✓ Disciplinary responsibility for a international team

**SPECIAL KNOWLEDGE
AND EXPERIENCE**

- ✓ 9 years project experience as a fix employee
- ✓ 6 years project experience as a business consultant
- ✓ Management in international Projects
- ✓ Project and Process Management in System Integration Projects
- ✓ Process analysis, process design and technical process documentation
- ✓ Release management, Service Request (SR) generation und SR tracing during the system- and application development phase
- ✓ extensive knowledge in Billing, CRM and Ticket management in different TELCO environments (on process and application level)
- ✓ comprehensive knowledge in process management, IT/Technology and Telecommunication
- ✓ Project management skills for all areas as planning-implementation-budgeting-resource planning and delivery in time
- ✓ Motivation and 3rd party Management

PROJECT EXPERIENCE

- ✓ Technical Project Leader for Swisscom mobile
Product development & implementation / new Mediation platform Swisscom
- ✓ Business and Process Analysis for O2 Germany
Target: Specification of a new Partner Relation Management System (PRM)
- ✓ Business and Process Analysis, Design and Implementation for O2 Germany
Target: Implementation and Launch of the new Service Provider Business
- ✓ Process Management for Vodafone Germany
Target: Implementation of a new Billing Systems
- ✓ Project Management for Billiant AB Schweden
Target: Billing Software Implementation in Germany
- ✓ Realisation of Test Projects for O2
Target: Execution and Documentation of Application Tests
- ✓ Project Management for ASPECT Telecommunication Germany
Target: Installation and Expansions of Call Centre Systems
- ✓ Operation Management for Cybernet AG, Target: Design of a centralised Europe-wide Billing System for Telecommunication products
Documentation and Quality assurance for DLR e.V.
Target: technical Documentations and Process Specifications for the InfraSAN Project, Quality assurance during the System handover.

PROFESSIONAL EXPERIENCE

08/2006 – 01/2007

Swisscom Mobile

Project:

Customer Data Tariff

IT Consultant / Technical Project Leader

(Implementation and Launch of a New Customer Data Tariff)

The Customer Data Tariff is a flexible Data Tariff for Corporate Customers. Based on the whole generated data traffic in a defined period the price per MB will be defined by the Account Manager and Customer.

The technical Project Leader is responsible for the coordination and planning of all technical project phases. These are all phases between feasibility and business launch. The major tasks are:

- Setup of the general in-house Project process – “Auftragsklärung” and TO-Init
- Setup of the technical feasibility that is based on the business requirements.
- Planning, coordination and setup of the Implementation and test phase. These are based on the results of the Feasibility.
- Creation of a detailed Resource- and Budget-Plan.
- Representative for the technical organisation (TO) in the Project Core Team
- To be the communication interface between Business and all involved technical departments and vendors.
- Responsible for all other project management tasks until the business launch

05/2006 – ongoing

Swisscom Mobile

Project:

Active Mediation

IT Consultant / Technical Project Leader (Mobile)

(Evaluation and basic implementation of a new Mediation Platform)

As the Project Leader in the Active Mediation project I'm responsible for the coordination and planning of the different Swisscom Mobile activities in the AMS (Active Mediation System) project. The AMS project is one of the first big convergence projects of Swisscom Fix net and Swisscom Mobile. A new Active Mediation Platform for the whole Swisscom must be evaluated, tested and implemented during the project:

The different project phases of AMS (Active Mediation System) are:

- RFI – Request for Information
- RFQ – Request for Quotation
- Live Trial with a shortlist of Vendors
- Final decision for a system
- First basic AMS implementation

The different activities for the project leader are:

- Planning, coordination and setup of the different project phases.
- Planning of the different vendor activities (meetings, RFI, RFQ,...)
- Creation of the RFQ document with all Swisscom mediation requirements
- Creation of the Trial concept with all test Use Cases
- Preparation and co-ordination of the Trial environment
- Resource and Budget planning
- Representative for the Project in the Mobile area
- Communication interface between the different technical areas

02/2006 – 06/2006

Swisscom Mobile

Project:

Time Machine

IT Consultant / Technical Project Leader

(Implementation and Launch of time based data tariffs)

With the project “Time Machine” Swisscom has launched a new data only tariff which is time based charged. As the technical Project Leader I was responsible for the coordination and planning of all technical project phases. The major tasks were:

- Setup of the general in-house Project process – “Auftragsklärung” and TO-Init
- Setup of the technical feasibility that is based on the business requirements.
- Planning, coordination and setup of the Implementation and test phase. These are based on the results of the Feasibility.
- Creation of a detailed Resource- and Budget-Plan.
- Representative for the technical organisation (TO) in the Project Core Team
- To be the communication interface between Business and all involved technical departments and vendors.
- Responsible for all other project management tasks until the business launch

10/2005 – 01/2006

O₂ Germany

Project:

Kopernikus

**IT Consultant / Business Requirement Analyst
(Partner Relation Management System (PRM))**

The Business Requirement Analyst was responsible for the specification of business requirements and the Business Use Case generation for new Partner Relation Management System (PRM).

- Working according to the Rational Unified Process methodology.
- Embossment of the Stakeholder Requests
- Analysing of the Business Requirements (based on Interviews)
- Generation of the Business Use Cases (BUC) based on the Stakeholder Requests and the Business Requirements
- BUC Reviews with the Business Owners
- IS Review and IS "Sign off" of the BUC's
- Final Workshop with Business Owner and IS for final Business Sign Off

10/2004 – 08/2005

O₂ Germany

Project:

Sprint

**IT Consultant / Implementation Manager and Business Analyst
(CRM (Peoplesoft) + Ticket Management + SLA Management)**

Business Analyst and Implementation Manager for the Ticket Management Process and the Service Level Agreements in the Service Provider Integration Project:

- Defining and implementation of the new Trouble Ticket Process for the Service Provider market (incl. all processes and work steps)
- Specification of the requirements for the Service Provider business
- Responsible to negotiate and define the internal and external SLA's
- Responsible to define a process Monitoring for the Support Centre
- Defining of Service Requests (SR) for the development of new functionalities in the existing systems
- Co-ordination of the own Service Requests within the scope of the O₂ Release Management process

12/2003 – 7/2004

CC Compunet

Project:

Infra SAN

**IT Consultant / Lead Documentation / BA / QA Inspector
(Large IT Infrastructure (Infra SAN) for the Columbus Space Mission)**

Responsible for process descriptions and the technical documentation of the large IT infrastructure (Infra SAN) – planned by "Deutsches Zentrum fuer Luft- und Raumfahrt e.V." (DLR) for the Columbus Control Centre (Col CC). Col CC is required for the European space lab Columbus – a component of the International Space Station (ISS).

- Definition and description of the Disaster scenarios and System Failover processes
- Specification of the customer requirements
- Definition, creation and update of the technical documentations (Operation Mission Guide, System Specification, Interface Control Document, Disaster Analysis, Test Specification)
- Set-up of a test approach and a test plan.
- QA inspection of the site acceptance tests
- Interface to the System Engineers for documentation issues
- Interface for reconciliation of customer interest (documentation)

3/2003 – 4/2003

O₂ Germany

**IT Consultant / Application Integration Tester
(Arbor BP + CRM (Peoplesoft) + Number Management)**

Application Integration Tester for the End2End Tests of the new O₂ Business Stack (specially for Number-Management Systems, Billing (Arbor BP v.10.0) and CRM (Peoplesoft))

- Execution of Application Integration Tests (AIT)
- Reporting and Tracking of Software defects
- Defect analysis with TCS development
- Specification of test cases
- Preparation of test data
- Review of Specification & Design documents

8/2001 – 9/2002

Vodafone Germany

**IT Consultant / Process Management and Test Co-ordination
(AMDOCS Billing System)**

- Business Process Owner for Billing for D2 Vodafone in Duesseldorf (Billing System AMDOCS)
- Reporting to the Vodafone Management
- Process Management (admin of the general Billing Process, realisation or modification of sub-processes)
- Test Coordination for Billing in Pre-Production Phase
- Delivery Management for Software and Patches
- Substitute and support the Billing Support Team Leader (Team Issues, Management, Co-ordination)
- Responsible for the Prioritisation of Serf's (tool for defect specification and software delivery)
- Creation of sub-process documentation
- Support of the Billing Operation Team
- Operation Support for Data Ware House
 - Definition and implementation of new DWH Sub processes
 - Harmonisation of Billing- and DWH- Processes
- Contact person for the DWH- and Backup-Department
- Solution (Defect) check and Test execution
- Trouble Ticket Management for the Billing MMC, PUC and Call-Ya-Market

6/2001

Mobilcom Germany

**IT Consultant / Technical Analyst
(Network Service Server Farm)**

- Technical Analysis for MobilCom – Billing and Finance process
- Requirement definition for the VNO start of MobilCom

3/2001 – 5/2001

Billiant AB Sweden

**IT Consultant / Project Manager Germany
(Billiant Billing System)**

- **Project Manager Germany** for Billiant AB Sweden
- First Person in Germany for Billiant AB:
- Billing Segment analysis
- Partner segment analysis
- Customer segment analysis and customer contacts

7/2000 – 2/2001

ASPECT Germany

**IT Consultant / Project Manager
(ASPECT Call Centre Installation)**

Project Management for Call Centre Installation

- Planning and Co-ordination of Call Centre Installation on the Customer Site
- Staff planning for the Call Centre installation projects
- Controlling of the complete Order-, Delivery- and Installation process (e.g. visibility checks and modifications of customer orders)
- Installation planning on site – verification of the customer site requirements

3/1999 to 6/2000

Cybernet AG

**Operation Manager Europe and Project Manager
(ARBOR Billing System)**

- **Manager Billing Operations and Systems Europe:**
 - Management of an international Billing Operations Team (internal and external resources, Budget Management, Recruiting)
 - Co-operation with internal departments (Networks, Customer Installation, Order Administration and Finance).
 - Communication and Planning with our international Partners
 - Co-operation with SW/HW vendors - HP, Kenan Systems, Comptel, Sybase, X-Tension (Contract Management for new

- orders and Maintenance)
- Co-operation with international personnel agency's

- **Project Management:**
 - Specification of work-packages for project sections;
 - Customer Migration to the new Billing System Arbor BP+OM (Reference Customer Kenan Systems);
 - Specification of a centralised Billing Service in Europe (Germany, Austria, Italy and Switzerland);
 - Test Specification and Test Co-ordination in Germany;
 - Specification and Integration of the Comptel Mediation Device;
 - System-Integration of other IT systems into the Billing world

5/1997 to 2/1999

Viag Interkom

Project Manager and Planning Engineer (Network Billing and Internet Server Farm)

- **Project Manager**
 - Proceedings and project co-ordination with suppliers
 - Responsibility of billing processing and authentication (RADIUS) for Internet services.
 - Development of a billing system for data services - based on MS Access
 - Planning work packs for clients.
 - Project support of product launches in the Internet Service area (private and business customers)
- **Planning Engineer**
 - Responsible for a UNIX based server farm with 10 Sun Solaris servers
 - Planning and implementation of new servers and services
 - Discussion and hand-over of new system configurations and system functions to the operation division
 - Responsible for test co-ordination
- **Know-how Transfer**
 - Giving training for system engineers and operations associates on Billing, RADIUS and server-design.

01/1997 to 04/1997

**Carsten & Partners
Munich**

Them self-employed EDP Consultant.

- **Technical Documentation**
 - Update of existing documentation for BOSCH Network elements
 - Writing of new documentation parts for BOSCH Network elements
- customised Trainings in Microsoft Office
- Network Management for small Customers

1995 – 1996

CommIT GmbH

Project Manager and System Consultant (IBEX Fax System)

- **Project Manager**
 - Building a computer centre with 1000 ISDN lines, 15 NT Servers and DECNet.
 - Responsible for projects at clients.
 - Implementing fax solutions based on IBEX software.
 - Giving training's at clients. (e.g.: Compaq Munich, University Stuttgart, etc.)
- **System Consultant**
 - Responsible for the systems and PC users and administrating the Alpha Server,
 - Developing an Access database for system reference data
 - customer reporting with Crystal Reports.

1991 - 1995

GSOC Germany

Research Associate

German Aerospace Research Centre, Oberpfaffenhofen

- **Research Associate**
at the **German Space Operations Center (GSOC)**. Responsible for telerobotic and cinematic simulations.
- **Also internal MIS / EDP Specialist**
Planning and implementing a network (TCP/IP, DECNet, Novell) for 40 users with an EDP colleague.
- **Network- and UNIX system administration**
 - Sun-, Silicon Graphics-, IBM- and Linux System administration and configuration;
 - Real-time System specification and administration;
 - Network implementation and integration
- Founding member of the Silicon Graphics user group.

Languages

English: fluent, German: native language

EDP Knowledge

IRIX, Solaris, AIX, Linux, SCO Unix, HP Unix, VMS, Open VMS, Windows NT, Windows 98/2000/XP

VxWorks (Wind River Systems), OS/9

Silicon Graphics PowerStation, IBM 6000, Sun SPARCstation, PC's, VAX 6540, Alpha Server 1000, Large Storage Systems (EMC Clariion 600), Large automatic Tape Libraries (ADIC Scalar 10k)

C, C++, Pascal, Perl, Fortran, HTML

Microsoft (Word, Access, Excel, PowerPoint, Project, Visio), Crystal Reports, RADIUS applications

Billing Systems: Arbor (OM v.1.2-2.0) BP 8.x+9.x+10.x (Kenan Systems), AMDOCS (Israel), Billiant (Sweden), Portal (basics)

Comptel Mediation System, Peoplesoft (Customer Care),

NumMgt-Software, Vitria Test-Software, Clear Case, Remedy (Trouble Ticket Management), Requisite Pro (Rational Rose, RUP)

Oracle 7+8 database, Sybase database 11.x, SQL

TCP/IP, Decnet, LAN, WLAN