

Profile

Diplomkaufmann Frank Alexa

Date of Birth: 06/02/1966

Nationality: German

Education: University of Tuebingen: economics.
Main focus: business informatics, planning & organization/management.

Foreign languages: English (business fluent), French (basic knowledge)

Industries: Insurance,
Automotive,
Market research/marketing,
Oil- & power industry,
Cash and cashless payment transactions,
Credit-/debit cards,
Communication industry,
Massive-parallel processing on mainframes,
University (databases and information system).

Qualification: Business Analysis/Requirements Engineering (UML v2.3),
Project management,
application development and structured programming,
Data modeling,
(Object oriented) system analysis and -design,
(DB-)Design,
Preparing rough concept and functional specification,
Release-, problem- and change management,
SSH-FTP (SFTP) v2.0,
ISO standard 8583 (versions 1, 2 and 3),
ISO standard 7811/2, 7812 and 7813,
All kind of tests (e.g. whitebox-/blackbox test, development test, regression test, dynamic test, interface test...)

Certificates: IPMA, Level C: Certified Project Manager (CPM),
IREB Certified Professional for Requirements Engineering (CPRE),
- Foundation Level,
- Advanced Level: Elicitation & Consolidation,
ISTQB Certified Tester, Foundation Level.

Soft skills: Team player,
Assertiveness,
Self discipline,
Self confident, responsible working,
Proactive and inquisitive,
Communicative competence,
Keen perception,
Reliable/loyal,
Multi-year project experience in big concerns.

Programming languages: (Visual-)C/C++,
(Visual-)Basic,
VBA,
Cobol85/95,
Screen Cobol,
Java,
TAL,
TACL,
dBaseIV,
Pascal,
Fortran.

Operating systems:	NonStop Kernel/Guardian, Windows 1.0 until 8.1, OSS, Linux.
Methods and tools:	Adcubum Syrius, Atlassian Confluence, Atlassian Jira, CA Clarity v13.4, Centris BPM, Cisco WebEx, Citrix/Dell Xen-App/Server, Crystal Systems Outside View, DoxyGen, EADocx, HP NonStop Pathway, HP NonStop Transaction Management Facility (TMF), HP NonStop Transaction Manager/MP (TM/MP), HP NonStop SQL/MX, HP Enable, HP Enform, HP DDL, HP Enscribe, HP Guardian FUP, HP SCUP, HP NonStop NetBatch, HP NonStop Tuxedo, HP NonStop ODBC, IBM FileNet 5.1, IBM/Rational DOORS 9.3, IBM/Rational ClearCase, IBM/Rational ClearQuest, IBM/Rational Rose/UML, Mozilla Bugzilla, MS Office (bis Version 2010), MS Visio Professional, MS Sharepoint, MS IM, MS Lync 2010, MS Skype Meetings MS Project 2010, MS Visual Studio mit Borland Crosscompiler, Novell Groupwise, Open Office/Libre Office, Oracle SQL Developer, Oracle Toad, PuTTY, WinSCP, FileZilla, RSA Soft Token, Sparx Enterprise Architect v9.x, 12.x, Tosca Testsuite.

(Partial) Project Management, Migration and Business Analysis in accident and health insurance environment

from 01/2018
until 09/2019

Customer: Centris SA, Solothurn/CH

Function: Business analysis, requirements engineering, (partial) project management, test

Task: Partial project management for archive migration.
Supporting the project management in planning, reaching milestones/deadlines and monitoring of activities.
Independent migration planning (as project manager for this part) as well as conceptual design and test execution during the archive migration:

- Elicitation of requirements (internal departments and customer) by using different requirement techniques (interviews, workshops, document studies, observation, walkthroughs).
- Identification of goals and scope.
- Analyse of As-Is and To-Be.
- Evaluating of the requirements.
- Consolidation of requirements .
- Solution design.
- Estimation of costs and efforts.
- Milestone planning.
- Definition and determination of business rules and processes.
- Acquiring and evaluating of alternative solutions regarding functionality, quality and economy.
- Coordination with internal departments concerning internal dependencies during migration.
- Implementation and execution of GoLive of the archive migration.

System environment: Windows 7, MS Office 2013, Visio, Sharepoint, Syrius, CBPM, SQL-Developer.

Analysis of business processes and technical consulting with focus on Java

from 01/2017 until 01/2020	Customer:	Bundesversicherungsanstalt oeffentlich Bediensteter/BVA, Vienna/A.
	Function:	Business Analysis, Requirements Engineering, Solution Design, Architecture, Testing
	Task:	Clarifying and detailing of requirements from/with the specialist division. Preparation of the gathered requirements and intelligible aggregation in written documents. Developing of solution concepts and -proposals based on the gathered requirements und informations. Moderating of analysis workshops with the specialist division. Taking over responsibility of working packages and preparing of a detailed analysis (business rules, use cases, mask descriptions, BOM/business object model, complementing ULM diagrams). Adaption of the solution with the specialist division and all concerned roles at the BVA. Advising and supporting the developer and tester in case of professional questions.
	System environment:	Windows 7, MS Office 2010, Sparx Enterprise Architect, Novell Groupwise, Citrix/Dell Xen-App/Server, Atlassian Confluence, Atlassian Jira, Mozilla Bugzilla.

Audio Sound Module in the Receiver Audio Module of the DSP

from 09/2016 until 10/2016	Customer:	Harman/Becker Automotive, Garching by Munich/D
	Function:	Requirements engineering
	Task:	Responsible for collection, analysis and compilation of all tools related requirements (technical as well as safety requirements) provided by internal users, development teams and Harman's OEM customers as well. Closely collaborate with the stakeholders from the internal platform- and PD-teams to ensure that their different needs are captured and requirements are developed which are clear, complete and well documented. Lead detailed reviews on complex/technical specifications. Document requirements in requirements engineering tools such as for example Jira and Doors. Conduct Tools SW team in implementing the requirements. Link requirements towards test procedures.
	System environment:	Windows 7, MS Office 2010, IBM Rational DOORS, MS Skype, Cisco WebEx, Atlassian Confluence, Atlassian Jira.

(Partial) Project Management, Migration and Business Analysis in accident and health insurance environment

from	05/2015	Customer:	Centris SA, Solothurn/CH
until	06/2016	Function:	Business analysis, requirements engineering, (partial) project management, system analysis, programming, test
		Task:	<p>Analyzing and modeling of business processes in the accident- and health-insurance environment, subject area: finance and privat customers.</p> <p>Developing and evaluating of solution alternatives in consideration of functionality, quality and cost effectiveness.</p> <p>Developing Tools with Excel-VBA, especially:</p> <ul style="list-style-type: none">- performance analysis.- Overview over customer parameter, based on XML.- Maintenance of incidences.- Evaluating of documents against the migration specification.- Other Tools. <p>Creation of specifications, documents, business and customer requirements:</p> <ul style="list-style-type: none">- Gathering requirements by using different requirement techniques (interviews, workshops, document studies, observation, walkthroughs).- Identification of goals and scope.- Analyse of As-Is and To-Be.- Evaluating of the requirements.- Definition and determination of business rules and processes.- Acquiring and evaluating of alternative solutions regarding functionality, quality and economy. <p>Size of analysis projects:: 4 weeks up to 4 Months.</p> <p>Implementing system parameters appropriate to the customer requirements.</p> <p>Supporting the project management in planning, reaching milestones/deadlines and monitoring of activities.</p> <p>Independent migration planning (as project manager for this part) as well as conceptual design and test execution during the archive migration.</p>
		System environment:	Windows 7, MS Office 2013, Visio, Sharepoint, Sirius, CBPM, SQL-Developer.

GPARTS - Global Parts And Revenue Targeting System

from	03/2014	Customer:	Ford Motor Company, Dearborn/Ford Werke Ltd., Cologne.
until	12/2014	Function:	Business analysis, PMO for „EU-data“ in „GPARTS“.
		Task:	<p>Management of the implementation of the European interface of the global program „GPARTS“, communication and coordination with all receiver of the European spare parts price list of Ford Europe, organization of the tests, implementation of several security standards (SFTP), executing several PMO-tasks, European contact of the American team for all needs of the data management and data usage of the European partners, dealers, clients and vendors of Ford Europe.</p>
		System environment:	Windows 7, MS Office 2012, Visio, Project, Sharepoint, Cisco-WebEx, Clarity, FAF (Ford Agile Framework).

CDSWeb for European dealers

from	04/2014	Customer:	Ford Motor Company, Dearborn/Ford Werke Ltd., Cologne.
until	12/2014	Function:	Project management, business analysis „CDSWeb for European dealer“.
		Task:	CDSweb (Company Dealer System – web) shall provide the European Dealers the possibility to download their own dealer price list file. Management of implementation, organizing and leading 2-weekly and daily meetings with the Indian developer team, coordinating the activities with the external partner from Poland and UK, coordinating and processing of tests, implementing the security standard SFTP).
		System environment:	Windows 7, MS Office 2010, Visio, Sharepoint, Cisco-WebEx, FAF (Ford Agile Framework).

Business analysis

from	07/2013	Customer:	Ford Werke Ltd., Cologne.
until	03/2014	Function:	Business analysis, project management.
		Task:	Several analysis projects: raising requirements, defining the business case, defining of the business rules, budgeting, planning of milestones, coordination, creating the business analysis documents, testing, gathering acceptance and approval from the Business. Size of analysis projects: 6 weeks up to 8 months.
		System environment:	Windows 7, MS Office 2010, Visio, Project, Sharepoint, Cisco-WebEx, FAF (Ford Agile Framework).

Business analysis of backlog projects

from	08/2011	Customer:	Growth from Knowledge (GfK), Nuremberg.
until	12/2012	Function:	Business analysis, project management.
		Task:	Based on Kanban several backlog projects have been analyzed: Gathering analysis scope, creating business analysis-documents (conceptual classes, business processes, Use Cases and requirements) as prerequisite for the estimate, milestone plan and the project management. Size of analysis projects: 5 days until 4 months.
		System environment:	Windows 7, MS Office 2010, Enterprise Architect v9.x, InStep, Sharepoint, EADocx.

Several small projects

from 11/2010 **Customer:** Private environment, small companies, cooperations.
until 07/2011

Function: Training, maintenance, troubleshooting.

Task: Installation, maintenance, test, XP, Win7.

System environment: MS Office, Win7/XP, PC.

Visa at the ATM

from 06/2010 **Customer:** Six Card Solutions Austria Ltd., Vienna.
until 10/2010

Function: Object oriented design, software development, test.

Task: Implementation of the requirements for processing Visa cards at ATMs and Foyer-ATMs, based on track-2 and EMV-/chip-data. Programming and testing with external partners.

System environment: Tandem Itanium, Windows NT, C/C++, Rational Rose, Rational ClearCase, Rational ClearQuest, Outside View, TAQL, MS Office, NonStop SQL.

Process migration: OMV-Release

from 11/2008 **Customer:** OMV AG, Vienna.
until 01/2010

Function: Release management, project management, business analysis.

Task: Migration of an existing release administration to a new, ITIL-compliant release management process a release manager:

1. Definition of the new, ITIL-compliant release process in the business unit „Cards“ of the OMV AG,
2. Implementation of several tool, based on MS-Excel,
3. Coordination wit the user,
4. Training, preparing (user-) manuals and the release documentation of a release.

System environment: Windows XP, MS Office, Acrobat Reader, Visual Basic.

EMV D12

from 11/2008 **Customer:** OMV AG, Vienna.
until 01/2010

Function: Project management, requirements engineering.

Task: Preparing and gathering the prerequisites for implementing a EMV-chip on the business cards (fleet cards of type 4) of the OMV AG relating to the EMV-standard.

System environment: Windows XP, MS Office, Acrobat Reader, Visual Basic.

Process documentation

from 06/2008 **Customer:** OMV AG, Vienna.
until 09/2009

Function: Project management.

Task: Gathering and collecting of single processes.
 Creating a process documentation (process landscape.)
 Maintenance and support of this documentation.

System environment: Windows XP, MS Office, Visual Basic.

Documentation Calypso GBR

from 01/2005 **Customer:** Calypso GBR.
until 12/2005

Function: Creation of a basic documentation, basic software maintenance.

Task: Maintenance, structuring and documentation of the currently existing website.

System environment: Windows XP, HTML, MS Office.

Recognition of an Erste Bank ATMs in the Czech Republic

from 05/2004 **Customer:** APSS Ltd., Vienna.
until 09/2004

Function: Technical project management, requirements engineering, system analysis, object-oriented design, software development, test.

Task: Recognition of a merged Czech bank ATMs, whereby the bank belongs as member to the „Erste Bank Group“.
 On call duty (24*7).

System environment: Tandem Integrity S-Series, Windows NT, C/C++, Rational Rose, Rational ClearCase, Rational ClearQuest, Outside View, TACL, MS Office, NonStop SQL.

EMV for VISA

from 03/2004 **Customer:** APSS Ltd., Vienna.
until 06/2004

Function: Software development, test.

Task: Implementing the new EMV-processing based on a new version of the EMV-specification for VISA.
 On call duty (24*7).

System environment: Tandem Integrity S-Series, Windows NT, C/C++, Rational Rose, Rational ClearCase, Rational ClearQuest, Outside View, TACL, MS Office, NonStop SQL.

Connecting Amex

from 04/2003 **Customer:** APSS Ltd., Vienna.
until 08/2003

Function: System analysis, object-oriented design, software development, test.

Task: Implementing and processing of Amex-cards in the acquiring system of the APSS.
On call duty (24*7).

System environment: Tandem Integrity S-Series, Windows NT, C++, Rational Rose, Rational ClearCase, Rational ClearQuest, Outside View, TACL, MS Office, NonStop SQL.

Implementing a documentation system with DoxyGen

from 01/2003 **Customer:** APSS Ltd., First Data Austria, Vienna.
until 07/2007

Function: Requirements engineering, system analysis, system design, software development, test.

Task: Inventing, implementation, maintenance and support of a documentation system of the existing software in the APSS Ltd..

System environment: Tandem Integrity S-Series, Windows NT/XP, C/C++, Cobol, Rational ClearCase, Outside View, TACL, DoxyGen.

EDIFACT changes for "EDI-Lohn"

from 10/2002 **Customer:** Telekom Austria AG.
until 03/2003

Function: Project management, requirements engineering, system analysis, system design, software development, test.

Task: Adapting the „EDI-Lohn“-settlement and the EDIFACT-Datawarehouse via SNA to the newest Austrian tax regulations.
Project management and coordination with the „Bundesrechenzentrum“ (Austrian federal data center).

System environment: Tandem Integrity S-Series, Windows NT/XP, C, Cobol, TAL, Outside View, OSS/Guardian.

System architecture 2004

from 05/2002 until 12/2007	Customer:	APSS Ltd., First Data Austria Ltd., Vienna.
	Function:	Technical project management, business analysis, system analysis, object-oriented analysis, object-oriented design, software development, test.
	Task:	<ol style="list-style-type: none">1. Replacing the heterogeneous systems of the APSS on a HP Integrity and a Nonstop-kernel platform with new designed, independent solutions on a modern architecture.2. Analysis, design, creation of rough concepts and functional specifications, development of different multi-threading server (authorization server, presentment server, device handler) for several protocols (Foyer ATMs, IBRO-based mobile terminals, ATM, EV-terminals) and services (VISA, Foyer, EufiServ/Trionis).3. On call duty (24*7).
	System environment:	Tandem Integrity S-Series, Tandem Itanium, Windows NT/XP, C/C++, Cobol, TAL, TACL, NetBatch, Rational Rose, Rational ClearCase, Rational ClearQuest, Outside View, TACL, MS Office, NonStop SQL.

EMV for Europay

from 03/2001 until 11/2001	Customer:	APSS Ltd., Vienna.
	Function:	Software development, test.
	Task:	Implementation of the EMV specification in the current payment system of Europay Ltd. On call duty (24*7).
	System environment:	Tandem Integrity S-Series, Windows NT, C/C++, Rational Rose, Rational ClearCase, Rational ClearQuest, Outside View, TACL, MS Office, NonStop SQL.

Connecting Diners

from 02/2001 until 08/2001	Customer:	APSS Ltd., Vienna.
	Function:	System analysis, object-oriented design, software development, test.
	Task:	Implementing and processing of DinersClub-cards in the acquiring system of the APSS. On call duty (24*7).
	System environment:	Tandem Integrity S-Series, Windows NT, C++, Rational Rose, Rational ClearCase, Rational ClearQuest, Outside View, TACL, MS Office, NonStop SQL.

Inventing Euro in the Austrian payment area

from 02/2001 **Customer:** Europay Ltd., APSS Ltd., Vienna.
until 01/2002

Function: System analysis, object-oriented design, software development, test, starting Euro in the Austrian payment area.

Task: Analysis of the existing systems for inventing the Euro currency in the Austrian payment area, development, test
On call duty (24*7).

System environment: Tandem Integrity S-Series, Windows NT, C/C++, Cobol, TAL, Rational Rose, Rational ClearCase, Outside View, TACL, MS Office, NonStop SQL.

Y2k

from 01/1999 **Customer:** Europay Ltd., Apss Ltd., Vienna.
until 01/2000

Function: System analysis, object-oriented design, software development, test.

Task: Analyzing the Y2k-difficulty in the existing systems and implementation of the found solution in several teams, significant participation at the Y2k-adaption.
On call duty (24*7).

System environment: Tandem Integrity S-Series, Windows NT, C/C++, Cobol, TAL, Rational Rose, Rational ClearCase, Outside View, TACL, MS Office, NonStop SQL.

Online To Issuer

from 10/1998 **Customer:** APSS Ltd., First Data Austria Ltd., Vienna.
until 06/2007

Function: System analysis, requirements engineering, object-oriented design, software development, test.

Task: 1. Connecting the Austrian banks online to APSS for ATMs, POS, Foyer terminals, mobile cash terminals, international transactions, Quick/Paychip, charging of prepaid cards, MasterCard SecureCode, EV-terminals.
2. Analysis, (db-)design, rough concepts, functional specifications, development (ooP: Booch) and test of especially time-critical and stable system components and batch jobs.
3. On call duty (24*7).

System environment: Tandem Integrity S-Series, Windows NT, ooA/ooD, ooP, C/C++, Rational Rose, Rational ClearCase, Outside View, TACL, TAL, Perl, MS Office, NonStop SQL.

Implementing EPI-specification

from	10/1998	Customer:	Austrian Payment and Systems Services, APSS Ltd., Vienna.
until	04/1999	Function:	Project management, requirements engineering, system analysis, software development, test.
		Task:	Project management on migrating the current Europay International (EPI) interface to EPI standards 98.1 and 98.2, which additionally requires a new interface based on X.25 to Brussels. This was finished in time by leading the 14 head team with no penalties
		System environment:	Tandem Himalaya, MS Office, Outside View, Windows NT, Cobol, C/C++, Screen Cobol, TAL, TACL, NonStop SQL.

Supporting a new Tandem-interpreter

from	03/1998	Customer:	SBB/UC4 Ltd., Wolfsgraben, Austria.
until	07/1998	Function:	Support, PMO.
		Task:	Supporting the development of a TANDEM-interpreter, which acts as a client in a heterogeneous client/server-environment .
		System environment:	Tandem Himalaya, Outside View, Windows 98, MS Office, C.

Architectural design of the Twinsoft network in Austria

from	10/1997	Customer:	Twinsoft Ltd., Dietzenbach.
until	03/1998	Function:	Network- and system administration.
		Task:	Design of the TWINSOFT network in Vienna, consisting of a Windows NT server, a PC-cluster and several interfaces to other systems, e. g. a TANDEM Himalaya/CLX or the TWINSOFT network in Germany.
		System environment:	Tandem Himalaya, Windows 98, Cisco Router, NT-Server, MS Office.

Acquiring/issuing national/international

from	01/1996	Customer:	Gesellschaft für Zahlungssysteme mbH/Ltd., GZS, Frankfurt.
until	09/1998	Function:	Software development, test.
		Task:	<ol style="list-style-type: none">1. Realization of the VISA interface, setup of the test database for the VisaNet Test System (VTS) including the connection and configuration, processing, maintenance and support.2. Realization of the BEST interface (Bilateral Exchange Security Treatment) in a 4-head team.3. Maintenance and support of various main libraries and main routines, e. g. utility libraries, interface libraries.4. Design, implementation, maintenance and support of SQL access modules.
		System environment:	Tandem Himalaya, MS Office, Outside View, Test-PCs, GZS-own

system- and configuration tools, C, Cobol, TACL, NonStop SQL.

Proposal Deutsche Telekom AG

from 10/1995 **Customer:** Tandem Computers Telco Ltd., Bonn.
until 12/1995

Function: Technical writer.

Task: Translation of text from English to German, revision, formatting and finalizing the proposal in MS-Word.

System environment: MS Office, PCs, Windows NT.

Log file evaluation with GRAU robots

from 07/1995 **Customer:** Telekurs AG, Zurich
until 10/1995

Function: Requirements engineering, software development, test.

Task: Development of user masks for data input, test, creating the manual.

System environment: Tandem NonStop, Screen Cobol, Cobol, Outside View, TACL, NonStop SQL, MS Office, NonStop SQL.

Design and setup of the Twinsoft network in Germany

from 03/1995 **Customer:** Twinsoft Ltd., Dietzenbach.
until 06/1995

Function: Network administration: design, setup, configuration.

Task: Composing of the TWINSOFT network, consisting of a TANDEM K202, several Windows NT server at different places within Germany and a PC cluster in a 2-head team.

System environment: Tandem K202, PC cluster, Windows 95, Cisco Router, NT-server.

Management Information System

from 04/1990 **Customer:** University of Tuebingen, faculty of economics.
until 12/1994

Function: Requirements engineering, database- and system design, application development, test, database- and system administrator.

Task: Requirements engineering, database- and application design and -development, test, database- and system administration, training, project management.

System environment: Novell Netware, Windows 3.01/3.11, MS Office, dBaseIV.