

Summary

A resourceful, cost-conscious quality and performance-minded, lateral Crisis Manager, with extensive Business & IT Management skills. Capable of and performing at all levels in restructuring, strategic planning, in tactical, operational & support domains on a national & international scale, in blue chips or SME's.

- Turnaround experienced **Crisis Manager**
 - Acting cross-company as Chief Restructuring Officer (CRO), temporary Board Member or Head of Dep.
 - Turning critical "red-flags" into success
- Proven ability in **Reorganizations** or **Transformations**
 - Acts as Mediator in difficult times or strategic changes
 - Flexible but systematic Change Management approach customized to specific situations in the digital age
- Experienced in **Strategy & Target Operating Models**
 - Shapes future-oriented value propositions across units
 - Capable of operationalizing it (strategic Program MGMT and implementation into the organization)
- Long standing **Project & Program management** experience
 - Acts in both worlds: Agile (Kanban, Scrum, etc.) and Waterfall or even mixed, customized environments
 - Agile approach on company-level according to SAFe
- Fluent in "**intercultural environment**"
 - Has carried out onsite projects all over the world (like China, Iran, UK, US, Switzerland, Austria, Italy, ...)
 - Open to international travel as needed (on-site)
- Experienced professional with a **sound understanding of IT**
 - Combines business (even legal/contractual aspects) and technical skills (BSS, SAP, ERP, SW-Development)
 - Operates independently, self-managing, quick learner

References



*Malte Klassen
CEO Galileo Group AG
Unterägeri – Switzerland
(Teheran)*



...was part of a challenging Telco project in Middle East, ... Even in contradiction to the already approved Business strategy of both business units he developed a new convergent, short and long-term IT strategy with deep implications on the business. While having good relations with C- and Top-level management he was able to inspire and protect his ideas.



*Camelia Cirjoi
SAP, Sen. Director Global IT DEV
Vancouver - Canada*



I want to send you my appreciation to you for showing great collaboration, team work, and proactive communication through these few months we got to work together. You have great work ethic, are very professional, pragmatic and able to see the big picture and drive towards common goals.



*Dieter Zeiml
EVP SSI IT Solutions GmbH
Graz – Austria*



... A focused, strategic forward-thinking advisor! So I learned Jens (in his assignment as crisis manager) in my role as EVP of SSI IT-Solutions to know. He –very fast– identified the core issues in our organization, made the board and middle management aware, defined cross-company initiatives, initiated organizational restructuring... or defined a short-term strategy. ...If needed, he defended his position, precise illustrating the root cause and chained effects to the organization.

Experience (exemplarily given)

- 2022

CIO OF A SCALING BUSINESS
SENEC GmbH (subsidiary of EnBW Germany)
 Leipzig – Germany & Worldwide
 Interim Executive (5 DR): bring back trust, predictability and motivation, roll out strategy & roadmap
- 2021 / 2022

COMPLEX MERGERS & AQUISITONS
ZF AG Friedrichshafen
 Bavaria – Germany & Worldwide
 Leading different complex M&A projects (3rd largest automotive supplier) spanning IT and legal
- 2019 / 2020

CRO, CRISIS-FIGHTING
SSI Schäfer IT Solutions
 Graz – Austria & Worldwide
 Crisis management as board member (FTE's: ≈ 1.200), org. restructuring, strategy, task-force
- 2018

TROUBLED HIGH-LEVEL PROGRAM
DXC, formerly HP (at Vodafone Germany)
 Dusseldorf – Germany
 Restart of a tattered high-level (Top3), agile DEV program with strong management attention
- 2016 / 2017

ERP TURNAROUND PROJECT IN CHINA
爱协林热处理系统 (Aichelin Beijing/Tangshan)
 Beijing – Peoples Republic of China
 Leading a multi-side, cross-dep. ERP implement. in China to success after taking over (turnaround)
- 2015 / 2016

CRITICAL IS-PROGRAM (CIO-LEVEL)
SAP AG, Global IT
 Walldorf – Germany & US
 "Forcing" different new acquired SAP BU's into the techn. governance / high CxO attention
- 2013 / 2014

IT - STRATEGY PROJECT IN IRAN
شرکت مخابرات ایران (TCI, Regional Incumbent Telco)
 Teheran – Islamic Republic of Iran
 Definition of Core-IT Strategy on CxO-Level at a national incumbent Telco Holding (FTE's: ≈ 32k)
- 2009 / 2010

CRISIS MANAGEMENT IN EUROPE
Hewlett Packard Inc. (US) --Global War Room
 Italy / Switzerland / UK / US...
 Leading differ. major > \$10m rescue operations across Europe (e.g. Itanium Supercomputer)
- ...and

AND MORE ASSIGNMENTS LIKE
 German Telekom: Product MGMT (with ATT-US, NTT-Japan)
 Microsoft Germany: strategic, complex PoC at DTAG
 Rolls Royce: bespoke PM-Trainings (example for training)
 STRABAG: Carve Out, responsibility for whole Non-SAP o2 / Telefónica: Audit-Preparation, Escalation-MGMT
 Siemens: Strategic & techn. consulting in Telco space

Key Facts

VERTICALS

Mixed, mostly tech oriented blue-chips & SME's

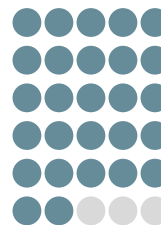
HEAD WORDS

- Leadership based on respect & trust
- Business & IT Strategy (short/long term)
- Turnarounds / Crisis & Change MGMT
- Portfolio & Program MGMT, Controlling
- Agile processes, Governance & IT Alignment
- Digitalization, AI, cutting-edge technology

Skill Set

HARD SKILLS

Turnaround, Crisis-MGMT
 Org. Change-MGMT, Reorg.
 Management & Leadership
 Strategy / Business MGMT
 Merger & Acquisitions / Sourcing
 EAM (technical)



SOFT SKILLS

Can-do attitude, hands-on
 Leadership, Team Building
 Mediator, Negotiator
 Hardliner



LANGUAGE SKILLS

English, German
 French, Russian



Education

STUDIES

Law, Economics, Business Informatics w.d.
 Humboldt University
 Berlin, 1991 - 1997

BUSINESS CERTIFICATIONS

2020: Six-Sigma - Black Belt (Quality-MGMT),
 2019: SAFe (Agile method – on company level),
 Earlier: ITILv3, Prince2 or COBITv4

TECHNICAL CERT'S & TRAININGS

SAP SD Consultant, trainings on mySAP Basis,
 CRM, IPM and Telco topics e.g. VoIP/PBX/ACD