

## Additional informations about my professional experience with the long-term customer project „BMW Group“

Project Reference: „BMW Group“ (CV-Attachment)

2004-2013

**IT Application Operations & System Engineering** | Kiel & Munich (Germany)

### Essential Technologies:

- Enterprise I&AM Solutions: „**CA SiteMinder**“ and „**PingFederate**“
- Standard Middleware Solutions & Scripting Languages: „**Apache HTTP Server**“, „**Oracle WebLogic Server**“, „**GlassFish**“ and **Bash + Perl**

### Customer Requirements (Comprising of the following Tasks):

#### **2nd Level Support (Operations):**

- Overall administration of the application and security infrastructure
- Support and troubleshoot both user as well as infrastructure issues related to the critical landscapes
- Coordinate with L3 team in case of issues during incident resolution and other tasks like implementing changes to the systems
- Installing new components and upgrades, based on the procedure and handbooks provided by L3 team
- Integrating new Web applications both in CA SiteMinder and PingFederate by following standardized procedures set up in operating manuals according to the requirements of the client
- Troubleshoot issues relating to Directory Services (Both product and user related)
- Add/modify security policies in CA SiteMinder
- Installing patches and hotfixes after being tested with L3 support team
- Closely work with Client stakeholders in executing day to day tasks
- ITIL processes (Incident Management / Request fulfilment / Problem Management)
- IT Service Management tools (Remedy)

#### **3rd Level Support (Engineering):**

- Creating customized Web agents
- New customization requests
- Handling rollout of new functionality and assist L2 team in executing these activities
- Help L2 teams in resolving critical issues
- Handling upgrades, migrations, testing and assist in rollout
- Work closely with OEMs like CA & PingIdentity in resolving critical issues pertaining to tools
- Work closely with Client in resolving L3 issues
- Create documents for all new procedures that L2 team is expected to follow
- Integrate seamlessly with L2 team

#### **Personal:**

- High analytical skills
- A high degree of initiative and flexibility
- High customer orientation
- High quality awareness
- Strong stakeholder management skills
- Excellent verbal and written communication skills in German

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