

# Curriculum Vitae – Nick Schwalbe



## Personal details

Name:	Nick Schwalbe
Address:	Reichelweg 17 47495 Rheinberg Germany
Date of birth:	02.05.1970
Place of birth:	Rudolstadt
Nationality:	german
Family status:	married
Brothers and sisters:	brother (Andreas Schwalbe)
Languages:	english (good knowledge), russian (basic knowledge)
Driving licence:	class B, C, E, M, T
Personal interests:	individual travelling, trekking, jogging, skiing, mountainbiking

## Education and professional experience

06/2009	ITIL V3 Foundation Certificate (IT infrastrukturalibrary)
03/2002	Course at Peregrine Systems (Orlando) „ServiceCenter – Implementation Consultant Boot Camp“
07/1999	Course at Peregrine Systems (London) „ServiceCenter – Rapid Application Development“ (programming language)
06/1999	Course at Peregrine Systems (Frankfurt/Main) „ServiceCenter – System Administration“
06/1999	Course at Peregrine Systems (Frankfurt/Main) „ServiceCenter – Change Management“
02/1999	Course about SQL database language at IBM (Berlin)

05/1998	Course at Peregrine Systems (San Diego) „Introduction to ServiceCenter 2.0“
04/1998	Certified Novell Engineer Challenge Tour (NetWare 5)
1997 – 1999	Company-internal education at SerCon GmbH: <ul style="list-style-type: none"> <li>▪ Development and administration Lotus Notes</li> <li>▪ Methodic system analysis</li> <li>▪ Effective work techniques and time management</li> </ul>
06/1996	Certification “Certified Novell Engineer” (Novell 4.1, IntranetWare)
1993 – 1996	Annual Novell specialist dealer authorization
09/1993	Certified Novell Engineer (Novell NetWare 2.2/3.12)
06/1993	Cabling technology (Wetronic Munich)
04/1991	Service technician course at OKI computer printer (Munich)
02/1989	Course about numeric control (Chemnitz)
1986 – 1988	Electronic skilled worker at Carl Zeiss (factory Saalfeld/Saale) certificate „very good“ (study group computer science)
1976 – 1986	Polytechnic institute Rudolstadt-Schwarza, certificate 10. class „very good“

### Job-related history

Since 01/2000	IT-Freelancer (software engineering, focus on ITSM – IT Service Management)
05/1997 – 12/1999	IT-Consultant at SerCon GmbH Focus on: <ul style="list-style-type: none"> <li>▪ Network- und System Management</li> <li>▪ Infrastructure Management</li> <li>▪ IT Service Management</li> </ul>
12/1990 – 04/1997	Service technician at GSD (“Gesellschaft für Softwareentwicklung und Datentechnik”) <ul style="list-style-type: none"> <li>▪ Service technician</li> <li>▪ Software development (ERP – Enterprise Resource Planning and financial accounting)</li> <li>▪ Installation and configuration ERP-System</li> <li>▪ Customer support</li> <li>▪ Training</li> </ul>
02/1989 – 05/1989	Service technician Focus on: <ul style="list-style-type: none"> <li>▪ Numeric control machine tools (WEMA, Saalfeld/Saale)</li> </ul>

### Skills

Topics:

- **SMA-Service Manager Suite** (by Micro Focus, before Hewlett Packard Enterprise, Peregrine Systems)
  - All modules, all versions
  - RAD, RAD-Expressions, JavaScript
  - Eclipse-, ESS- and web-client
  - Upgrade utility (RTE, Application)
  - Interfaces: RDBMS, LDAP, System Management tools, SMTP/MAPI, CTI/DDE (Computer Telephony Integration)
  - Web tier-architecture (web-server, application-server)
  - Web Services (WSDL)
  - Single sign-on (SSO)
  - SCAuto applications
  - OAA (Open Application Architecture)
- XML, SOAP, HTML, JSON
- RDBMS (Relational Database Management Systems: Oracle, DB2, Microsoft SQL Server)
- ITIL best practices (Information Technology Infrastructure Library)

Activities:

Service Manager: System analysis, building of concepts, software development, quality management, error correction, implementation, controlling, enhancements, upgrades, consolidation

Industries:

Banks, industries, insurances

Operating systems:

- Good knowledge in Windows (10 and before)
- Basic knowledge in Unix, Linux, OS/2, Novell NetWare and OS/390

## IT-Freelancer - project assignments

### Years 2000 - today

Project assignments on behalf of the following companies:

- Materna GmbH
- SYSback Consulting GmbH
- top itservices AG
- Clientfocus GmbH
- proNowa.IT GmbH
- Middleware Software Engineering GmbH
- Perfect People Placement

#### Year 2017

Customer:  
Annual utilization:  
Activity:

##### **Siemens Healthineers** Erlangen

70 %

- Maintenance, assistance, error correction, requests and projects based on HPE Service Manager 9.41
  - GSMS – Global Service Management System
  - CMDB – Configuration Management Database

Customer:  
Annual utilization:  
Activity:

##### **Fiducia & GAD IT AG** Karlsruhe

30 %

- Maintenance, assistance, error correction, requests and projects based on HPE Service Manager 9.34

#### Year 2016

Customer:  
Annual utilization:  
Activity:

##### **Fiducia & GAD IT AG** Karlsruhe

100 %

- Maintenance, assistance, error correction, requests and projects based on HPE Service Manager 9.34

#### Year 2015

Customer:  
Annual utilization:  
Activity:

##### **Fiducia & GAD IT AG** Karlsruhe

90%

- Maintenance, assistance, error correction, requests and projects based on HPE Service Manager 9.33

Customer:  
Annual utilization:  
Activity:

##### **Bayer Business Services** Leverkusen

10%

- Hypercare phase major release 1.1 (HP Service Manager 9.31)

#### Year 2014

Customer:  
Annual utilization:  
Activity:

##### **Fiducia IT AG** Karlsruhe

60%

- Upgrade from HP Service Manager 7.11 to HP Service Manager 9.33
- Maintenance, assistance, error correction, requests and projects based on HP Service Manager 7.11 and 9.33

Customer:  
Annual utilization:  
Activity:

##### **Bayer Business Services** Leverkusen

40%

- Functional and technical Design for different requirements in context of the major release 1.1 (HP Service Manager 9.31)

#### Year 2013

Customer:  
Annual utilization:  
Activity:

**Fiducia IT AG** Karlsruhe  
90%

- Maintenance, assistance, error correction, requests and projects based on HP Service Manager 7.11
- Continuing development of Request Management
- Preparation for upgrade from HP Service Manager 7.11 to HP Service Manager 9.33

Customer:  
Annual utilization:  
Activity:

**Toll Collect GmbH** Berlin  
10%

- Review of implementation HP Service Manager 9.21 (Steps MS01 and MS02)

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**Year 2012**

Customer:  
Annual utilization:  
Activity:

**Fiducia IT AG** Karlsruhe  
100%

- Maintenance, assistance, error correction, requests and projects based on HP Service Manager 7.11

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**Year 2011**

Customer:  
Annual utilization:  
Activity:

**Fiducia IT AG** Karlsruhe  
95%

- Maintenance, assistance, error correction, requests and projects based on HP Service Manager 7.11
- Completely new in-house development of Request Management

Customer:  
Annual utilization:  
Activity:

**MAN** Munich  
5%

- Customization and development based on ServiceCenter 5.x (Fault Correction Process Database – in-house development)

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**Year 2010**

Customer:  
Annual utilization:  
Activity:

**Fiducia IT AG** Karlsruhe  
95%

- Maintenance, assistance, error correction, requests and projects based on HP Service Manager 7.11
- Upgrade from HP Service Manager 6.2 to HP Service Manager 7.11

Customer:  
Annual utilization:  
Activity:

**MAN** Munich  
5%

- Customization and development based on Service Center 5.x (Fault Correction Process Database – in-house development)

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**Year 2009**

Customer:  
Annual utilization:  
Activity:

**Fiducia IT AG** Karlsruhe  
100%

- Maintenance, assistance, error correction, requests and projects based on HP Service Manager 6.2
- XML import based on JavaScript

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**Year 2008**

Customer:  
Annual utilization:  
Activity:

**Fiducia IT AG** Karlsruhe  
60%

- Maintenance, assistance, error correction, requests and projects based on HP Service Manager 6.2

Customer:  
Annual utilization:  
Activity:

**ThyssenKrupp** Düsseldorf  
15%  
▪ Customization and development based on HP Service Manager 6.x (Modules: Service- and Incident Management)

Customer:  
Annual utilization:  
Activity:

**Beiersdorf** Hamburg  
20%  
▪ Customization and development based on HP Service Manager 6.2  
▪ New implementation of Change Management

Customer:  
Annual utilization:  
Activity:

**MAN** Munich  
5%  
▪ Customization and development based on ServiceCenter 5.x (Fault Correction Process Database – in-house development)

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**Year 2007**

Customer:  
Annual utilization:  
Activity:

**MAN** Munich  
50%  
▪ Customization and development based on ServiceCenter 5.x (Fault Correction Process Database – in-house development)

Customer:  
Annual utilization:  
Activity:

**ThyssenKrupp** Düsseldorf  
40%  
▪ Implementation of HP Service Manager 6.x (Modules: Service- and Incident Management)  
▪ Email interface and interface to PPM (HP Project and Portfolio Management) using Connect-It

Customer:  
Annual utilization:  
Activity:

**BMW** Munich  
9%  
▪ Customization and development based on ServiceCenter 5.x (BIT: in-house development by BMW to administrate asset- and contract data)  
▪ Support for project BIT-International (development based on Peregrine Studio to connect worldwide branches to BIT)

Customer:  
Annual utilization:  
Activity:

**RWE** Cologne  
1%  
▪ Analysis of performance and fault diagnostics related to ServiceCenter

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**Year 2006**

Customer:  
Annual utilization:  
Activity:

**MAN** Munich  
70%  
▪ Customization and development based on ServiceCenter 5.x (Fault Correction Process Database – in-house development)

Customer:  
Annual utilization:  
Activity:

**BMW** Munich  
10%  
▪ Customization and development based on ServiceCenter 5.x (BIT: in-house development by BMW to administrate asset- and contract data)  
▪ Support for project BIT-International (development based on Peregrine Studio to connect worldwide branches to BIT)

Customer:  
Annual utilization:  
Activity:

**Nestle** Switzerland  
10%

- Customization and development based on ServiceCenter 4.x (Modules: Change Management)

Customer:  
Annual utilization:  
Activity:

**Audi** Ingolstadt  
10%

- Customization and development based on HP Service Manager 6.x
- Interface to IBM Tivoli

### Year 2005

Customer:  
Annual utilization:  
Activity:

**MAN** Munich, Nuremberg and Salzgitter  
80%

- Customization and development based on ServiceCenter 5.x
- In-house developments: Fault Correction Process Database (field- and serial-faults), Fault Correction Process Database (production faults, multilingual), Request Management, Contract Management
- Upgrade from ServiceCenter 4.x to ServiceCenter 5.x
- Interface to Oracle database (also „Shadowing“)
- Interface development (from ServiceCenter to Email, Microsoft-SMS and Hyperwave Document Management)

Customer:  
Annual utilization:  
Activity:

**BMW** Munich  
15%

- Customization and development based on ServiceCenter 4.x and 5.x (BIT: in-house development by BMW to administrate asset- and contract data)
- Upgrade from ServiceCenter 4.x to ServiceCenter 5.x

Customer:  
Annual utilization:  
Activity:

**Gedas** (T-Systems) Zwickau  
5%

- Customization and development based on ServiceCenter 5.x

### Years 2000 - 2004

Projects based on  
ServiceCenter

- 2000 – 2004: MAN Munich, Nuremberg and Salzgitter
- 2000 – 2004: BMW Munich
- 2000 – 2004: DATEV Nuremberg
- 2004: PricewaterhouseCoopers Hannover
- 2000 – 2002: HUK Coburg
- 2002: TKK Hamburg
- 2002: Danfoss Denmark
- 2002: BankData Denmark
- 2001: Swiss telegraphic agency
- 2001: Bau BG Hannover
- 2001: Hauni mechanical engineering Hamburg
- 2000: German stock exchange Frankfurt/Main
- 2000: Carl Zeiss Oberkochen

## Employee - project assignments

Years 1990 - 1999

### SerCon GmbH

05/1998 – 12/1999

Customer:

Activity:

„Nürnberger Versicherungsgruppe“ (Nuremberg insurance group)

Concept for implementation of ServiceCenter; Customization and development based on ServiceCenter; Data migration from TME10 inventory

02/1999 – 06/1999

Customer:

Activity:

HUK Coburg

Support for sub-project Problem Management; Development of operational concepts; Design and creation of training material and test scenarios for ServiceCenter

01/1999

Customer:

Activity:

HUK Coburg

Initial skill adaptation for T.I.P. project („Technische Integrationsprojekte“) at Iduna Nova in the city of Hamburg

11/1997 – 07/1998

Customer:

Activity:

State Central Bank Saxo-Thuringia

Migration of server platform OS/2 (IBM LAN Server) to Windows-NT4.0; Development of unattended installation procedure for Windows-NT4.0 Workstation; Development of operational concepts and ACL migration (IBM LAN Server) to Windows-NT4.0; Implementation of WINS, DNS and Advanced Server for UNIX; Installation and configuration System Management Server (SMS); Concept and realization of client-rollout (Windows-NT); Software distribution using SMS during client-rollout and training of administrators; Installation and configuration MarkVision print-server; Final project documentation

08/1997 – 09/1997

Customer:

Activity:

State Central Bank Saxo-Thuringia

Migration concept for platform change from AIX and OS/2 to AIX and Windows-NT; Description of migration paths

06/1997 – 08/1997

Customer:

Activity:

„Energie und Wasserversorgung AG“ (Nuremberg energie and water supplier)

Support on migration from Novell 3.x to Novell IntranetWare; Planning, concept and realization extensive NDS (ca 1100 clients)

05/1997

Customer:

Activity:

SerCon Coburg

OSS-Connection (SAP to AIX); Configuration IP-Network via CISCO Router 2503; Configuration NetBlazer

### GSD mbH

12/1990 – 04/1997

Customer:

Paul Rauschert GmbH



Activity:	Novell 3.12 (60 clients); Connection of branches via ISDN multi-protocol-router; Base-installation GSD ERP-System; Training of administrators; Base-installation and customer training MS-Office
Customer: Activity:	ROS GmbH Novell 4.1; Windows-NT Server; Windows-NT clients
Customer: Activity:	Haro GmbH Novell 3.12 (25 clients); Remote Control via modem; Base-installation GSD ERP-System; Training of administrators; Base-installation and customer training MS-Office
Customer: Activity:	Lindner Licht GmbH (Philips) Novell 3.12; LAN-LAN networking via ISDN multi-protocol-router; Remote control ISDN
Customer: Activity:	Kandem Leuchten GmbH (Philips) Novell 3.12 (35 clients); Remote control ISDN
Customer: Activity:	"Frankenwaldklinik" (Frankenwald hospital) Novell 3.12; HP3000; Partly discless workstations
Customer: Activity:	District office Kronach Novell 3.12; OS/2
Customer: Activity:	Secondary school Kronach Windows NT Server and Windows-95 clients; Training of teachers
Customer: Activity:	Algi Soap Factory Stockheim Novell 3.12; GSD ERP-System
Customer: Activity:	Simon Container Service Stockheim Novell 3.12; GSD ERP-System

In the years 2000 – 2017 the largest part of my accompanied and realized projects based on the IT Service Management Software "Service Manager" by Micro Focus. Service Manager (formerly ServiceCenter) was developed in the early 80s by the company Peregrine Systems, based in San Diego. In 2005, the product was sold to Hewlett Packard and in 2017 to Micro Focus.

Focus of my work within this development environment was the software engineering, often based on ITIL Best Practices (Information Technology Infrastructure Library), according to customer specifications.

Other related activities were system analysis, building of concepts, quality assurance, error correction, implementation, monitoring, continuous development, consolidation and knowledge transfer to employees.

Rheinberg, 01.01.2018




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(Nick Schwalbe)