

Job Profile: Project Manager and Business Consultant

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Year of birth: 1959

Education:

1977	High school diploma, (Clearfield Utah, USA)
1979	Student, Mat./Humanities, (Fyens Studenterkursus, Odense)
1983	EDP-assistant/economics, (Tietgen Skolen, Odense)
1984	Project Management, (DSB skolen)
1988	Database design, (IBM)
1994	Management Training, (Chrestcom)
2000	NLP Training, (A/S Jensen Consulting)
2001	MS Project, (Hans Tørsleff)
2003	ITIL basics, (Teknologisk Institut)
2005	PRINCE2 basics, (Dansk IT)
2007	CMMI introduction, (Post Danmark)
2012	SCRUM Master certified (Scrum Alliance)

Management Experience: +25 years Project and Department.

Profile: Business oriented project manager and business consultant with a technical background as a programmer, system planner, database administrator, helpdesk manager and system & development manager in mainframe and client-server environments.

I have both a technical, organizational and product-oriented approach to projects and have worked on projects at all organizational levels.

I have a very broad industrial knowledge and experience in all phases of a project from the description of the idea over the analysis, planning, the completion, testing, approval and final technical and organizational implementation and operation.

I have extensive practical experience in the use of structured methods such as PRINCE 2, CMMI and ITIL.

Based on my extensive experience and my trustworthy personality, I have several times shown good results, by creating progress and calm from chaos, in taking over troubled projects.

Work areas:

- Project management: migration, deployment and change

Experience with both hardware and software development and implementation, as well as conversion and migration between platforms. Experience includes both technical and organizational project management, change management and implementation.

- Business Analysis and Strategy Papers

Experience with process review and analysis of both administrative and production-oriented enterprises. Preparation of reports and presentations.

- ERP & CRM

Experience with both feasibility studies, product selection and implementation of standard systems.

- System development / CMMI

Experience as system development manager for both mainframe, mid-range as client-server.

- IT Operations

FN has been responsible for several different operating environments that included both mainframe, mid-range as Client-Server.

- Service Support & Service Delivery / ITIL

Experience in building and implementing Service Desk and Configuration / Change Management and preparation of Service Level Agreements.

- Test

Experience with test planning, preparation of test materials, test completion and approval procedures.

- Technical Writer

Experience in the preparation of requirement specifications, user manuals, documentation and tender documents.

Industries	
IT Consulting	Transportation, Shipping
Banking, Asset Management	Transportation, Aviation
Municipality	Transportation, Trains
State	Device Development
Clothing and textile	NGO
Restaurant Chain	Advertising and Media
TV broadcasting	Mobile telephones, development
Shipping, shipping	Real estate Chain
Trade and service	Insurance
IT Service	Internet job placement

Management function	(IT) Infrastruktur
Project Manager	Organizational Implementation
Project Manager	Technical Implementation
Project Manager	Platform Migration
Project Manager	System Development
Project Manager	System Test
Department manager	Database Administration
Department manager	System Development
Department manager	Service and Support

Language	Level
Danish	First language
English	Conversations, reading and writing at negotiation level
German	Conversations and reads
Norwegian	Conversations and reads
Swedish	Conversations and reads

IT competencies		
Work areas	Project Management	Very experienced
	Strategy & project, paper & presentations	Very experienced
	Decision paper and presentations	Very experienced
	Project Planning	Very experienced
	Project Staffing Plans	Very experienced
	Organizational implementation	Very experienced
	Technical Implementation	Very experienced
	Network, LAN / WAN infrastructure	Very experienced
	IT security	Experienced
	Architecture	Experienced
	Databases and relations	Very experienced
	Analyses	Very experienced
	Workflow, descriptions and diagrams	Very experienced
	Documentation	Very experienced
	Requirements Specification	Very experienced
	User Guide	Very experienced
	Procurement procedure	Very experienced
	Contract Preparation	Experienced
	Mainframe environments	Experienced
	Client-Server environments	Experienced
	Testing, Quality Center	Experienced
Management	Project Management	Very experienced
	Department Management	Very experienced
	Stakeholder Management	Very experienced
	Risk Management	Very experienced
	Budgets and follow-up	Very experienced
	Strategy and Policies	Very experienced
	Management Information Systems	Very experienced
	Contract Negotiation	Very experienced
	Supplier Management (Internal & External)	Very experienced
	Status Meetings and Minutes	Very experienced
	ITIL	Very experienced
	PRINCE2	Very experienced
	CMMI	Very experienced
Office tools	Microsoft Office	Very experienced
	Microsoft Visio	Experienced
	Microsoft Project	Very experienced
	Microsoft Outlook / MS Exchange	Very experienced
	Lotus Notes	Very experienced
	Image Processing programs	Experienced

Project Experience

(05/2014) – (12/2014)

nSure A/S, Vejle

Assignment / Project description: Project management and process development.

New processes, implementing and coaching.

The customer had for some time been working on the further development of their administrative system for insurance companies. The task was to help the company to design and implement processes and to set out release plan with realistic time measurement of deliveries. Processes and plans had to be agreed and implemented both internal with the company (Denmark and Ukraine) as well as externally with customers / insurance companies management groups.

Process Description:

- Identify needs and matching expectations and goals with management.
- Preparation of release strategy and release plan.
- Preparation and description of processes.
- Presentation of processes for employees.
- Presentation of processes for customers / the insurance companies' management teams.
- Implementation of processes, coaching, monitoring and adjustments.
- Handover to management.

Result: New processes designed and implemented. Processes for project initiation, project development, change and release. A plan was prepared for the annual releases that ensured extended time for quality assurance. In addition were designed new standard consulting services to customers, and initiatives launched to strengthen testing and quality assurance.

(01/2013) – (04/2014)

Statens It, København (Hele Danmark)

Assignment / Project description: Project management.

Platform migration and client deployment.

Statens It was about to begin implementing the State's new platform for ministries and agencies, approximately 11,000 employees. The task was to design, plan, communicate and manage application maturation of the platform and the launch of one of the major customers, the Ministry of Environment, with approximately 2,500 employees in the Department, Nature Agency, Environmental Protection Agency, Geodata Agency and Natural and Environmental Appeal Board, all geographical spread throughout Denmark. The project had a tight deadline with respect to Microsoft's "End Of Support" for XP platform.

Process Description:

- Preparation of project charter with strategy, plan and methodology.
- Clarification / expectation vote of the projection charter with the Ministry of Environment management.
- Ongoing management reporting and organizing steering committee meetings.
- Project staffing both internal staff, staff from the Ministry of Environment and external consultants.
- Daily management, monitoring, problem solving / troubleshooting.
- Management of application assessment, maturation and testing.
- Management of the deployment.
- Project completion and operation handover.

Result: Environment Ministry client platform replaced, and the users moved to the joint government platform. The project completed on time and within the budgetary framework.

(04/2009) – (05/2012)

Danske Bank A/S, Denmark - Copenhagen**Assignment / Project description:****Program Management, Project Management and Task Management.**

(Frank's role has changed during the project)

Organizational aggregation and platform and system migration. (Transition)

The customer wanted to benefit from synergies by merging two Asset Management divisions / departments within its organization, and in this merger to phase out an older system used in one division / department, with the modern system (SimCorp Dimension), used in the second division / department. The task was solved through cooperation between the customer's central IT division, business divisions and the external system supplier using both internal staff and external consultants.

Process Description:

- Strategy Paper, project plan and budget preparation. (Steering Committee level)
- Staffing and management of the project with 6 tracks and +50 project participants.
- Contract negotiation with suppliers.
- Development of communication plans and conducting information meetings.
- Regular management reporting and CMMI assessments and audits.
- Preparation and adjustment of task lists.
- Performing Task Management and responsible for the overview of migration weekends.
- The corporate language is English, and several nationalities are represented among the project participants: (Danes, Swedes, Norwegians, Finns, Icelanders, Germans and Indians)

Result: The physical migration and organizational implementation was carried out from February to May 2012 over seven periods and weekends as planned and successfully.

Kim Andersen, Development Manager Danske Bank:

“I’ve had the pleasure of working together with Frank for nearly three years. Frank is a very dedicated and competent project manager and I’m glad - that we had Frank with us all the way through one of our major projects. One of Frank’s qualities, besides being a competent project manager, is his ability to build good personal relationships, both within a project and towards its stakeholders.” August 15, 2012

Top qualities: Personable, Expert, High Integrity

(01/2009) – (03/2009)

If Skadeforsikring, Denmark - Copenhagen

Assignment / Project description:

Project coordination. rollout.

The customer was in the process of rolling out, but lacked acute a coordinator in Denmark, who could ensure the completion here.

Process Description:

- Coordination of the rollout plan with users and external suppliers.
- Daily Progress, problem solving / troubleshooting.
- Project completion and operation handover.

Result: The rollout was completed and operations were handed over to the external supplier.

(12/2006) – (12/2008)

Post Danmark A/S, Denmark - Copenhagen

Assignment / Project description:

Project Management.

Backbone migration and LAN security segmentation.

The customer had developed and implemented a new backbone structure, and were about to migrate all the running servers and systems to the new structure. He also wanted internal segmentation of the LAN, which guaranteed that production, test and development systems were separated. The task was therefore to develop and create consensus around a segmentation plan, and subsequently move the running servers and systems to the new backbone. This should be done with minimal impact on the business.

Process Description:

- Launching a segmentation plan and method and coordinator in decision-making.
- Preparation of project contract with the method and plans.
- Management Reporting / CMMI.
- Managing and coaching of project teams with 50 + part-affiliated employees.
- Preparation of relocation plans and securing changes in the agreed service windows.
- Ensuring information throughout the organization.
- Project Completion Report.

Result: The customer got segmented his LAN, and thus separated production, test and development systems. Approximately 600 servers, of which approx. half with running production applications were migrated from the old backbone of the new security segmented backbone.

Michael Ørnø, Operations Manager at Post Danmark:

“Frank has as project manager completed two very complex and large projects in Post Danmark A/S to the company's full satisfaction.” August 16, 2012

Top qualities: Great Results, Personable, On Time

(2/2006) – (12/2006)
Post Danmark A/S, Denmark - Copenhagen
Assignment / Project description: Project Management. Roll-out of new PC platform
Process Description: <ul style="list-style-type: none"> • Preparation of project contract with the method and time. • Management reporting via the CMMI model. • Managing and coaching of rollout team with 15 + part-affiliated employees. • Ensuring information throughout the organization to support the organizational implementation. • Project Completion Report
Result: Post Danmark got upgraded all of its 2500 PC workstations (laptop & desktop clients), including replacement of 800 workstations to either new PCs or thin / citrix based clients.

(05/2004) – (10/2005)
Advizor IT A/S, Denmark - Odense
Assignment / Project description: ITIL - Project Management. Development, implementation and operation of the Service Desk and Service Manager function.
Process Description: <ul style="list-style-type: none"> • Development of ideas and presentations. • Choice of standard, ISO versus ITIL. • Preparation of project plan. • Description of the CMDB (Configuration Management Database) and selection of CI's (Configuration Items) • Description of the DSL (Definitive Software Library) and the procedure for managing. • Description of procedure: Incident Management / IM, Request for Purchase / RFP, Request for Change / RFC, Request for Service / RFS, Release Management / RM. • Scanning of market and system selection. • Description of the Service Manager Function. • Ongoing training, coaching and motivation of employees and management. • Ongoing implementation of procedures.
Result: The company got described procedures for ITIL standard and selected a suitable tool for recording and reporting of events / tasks. The employees was trained in the new workflows.

(10/2004) – (05/2005)
Olino A/S, Denmark - Odense
Assignment / Project description: BPR & ERP -, Project Management and Business Analysis. Renewal of processes (BPR) and implementation of a new ERP system
Process Description: <ul style="list-style-type: none"> • Project Outline. • Total Review of the company practices and functions, through interviews with employees and executives with a subsequent report. • Description of the value chain. • Preparation of requirements specification and tender documents. • Execution of tendering process, supplier selection and contract negotiation. • Preparation of test and acceptance plan. • Coaching of employees and preparation of USE Cases.
Result: Olino got consolidated and renewed its processes, and selected a supplier for the technical implementation of a new ERP system. The employees were engaged in the process and got established a basis for testing and approval of system delivery.

(07/2004) – (09/2004)
RoClean-Desmi A/S, Denmark - Odense
Assignment / Project description: CRM - Project Management and Business Analysis. Customer's problem was that individual sellers did not have enough information about each others' or their own customers to make an effective follow-up. The client therefore wanted a description of the problem with a subsequent presentation to a better customer management via a CRM system, etc.
Process Description: <ul style="list-style-type: none"> • Project Outline. • Total Review of the the company practices and functions, through interviews with employees, and with a subsequent report. • Description of the value chain. • Description of resolution paper..
Result: The customer got a better view of their processes and a presentation that could be used as input to decision and subsequent action plan.

(01/2004) – (04/2004)

TV2, Denmark - Odense

Assignment / Project description:

Business Analysis.

The assignment was defined to describe to which level the broadcasting was ensured for TV2's systems, in order to prevent the risk of regular production stops. The analysis should reveal the extent to which each department considered the importance of the systems they each used, and corresponding uncover the extent to which the Technical Department met this importance. It was in this context to determine where there were known emergency procedures that could be used at system outages. It should also be determined to what extent the individual systems were covered in terms of their safety, redundancy and backup of the technical components, networks and devices. The assignment had a fixed deadline.

Process Description:

- Preparation of project description and definition.
- Preparation of questionnaires for information gathering.
- Presentation of the job for all department heads.
- Quality assurance and monitoring of department managers' information gathering and prioritizing.
- Consolidation of questionnaires.
- Meetings with managers and employees in the Technical Department for identification of services and security.
- Establishing a report.
- Presentation of results.

Result: TV2 received a report and statement explaining the risks and importance of the individual systems. The report was delivered on time and were subsequently used as documentation and input to an action plan for change initiatives.

(06/2002) – (12/2003)

Danske Familie Restauranter / Jensen's Bøfhus A/S, Denmark - Odense

Assignment / Project description:

ERP - Consulting and Project Management..

The customer saw regular operational problems with his legacy client-server based ERP solution. The customer wanted to renew systems, and preferably in the form of acquisition of a future-proof standard solution.

The client wanted counseling and subsequent coaching and project management in the process.

Process Description:

- Preparation of strategy papers.
- Preparation of project description and project plan.
- Preparation of staffing levels.
- Presentations for management and project participants.
- Development of requirements specification.
- Selection of suppliers and support in contract negotiations.
- Project Administration, Revision of plans, monitoring, status meetings and minutes.
- Planning, coordination and conducting acceptance test.
- Ongoing coaching and follow-up with participants..

Result: The customer got a new and modern ERP system, with greater reliability.

(11/2002) – (03/2003)

Burcharth A/S, Denmark - Odense

Assignment / Project description:

Implementation and migration.

The customer's IT platform was outdated and troubled by crashes. The customer wanted to renew his platform for greater reliability and future-proofing.

Process Description:

- Preparation of project.
- Preparation of project plan.
- Development of network designs and architecture.
- Collection of offers and preparation of the budget.
- Procurement and follow up on delivery.
- Preparation of migration plan.
- Supervising the implementation.

Result: The client got upgraded and consolidated their IT platform and as a result a greater reliability.

(06/2002) – (10/2005)
Advizor IT A/S, Denmark - Odense
Assignment / Project description: Concept development and Project Management
<p>Process Description:</p> <ul style="list-style-type: none"> • Preparation of masks based on Microsoft Frame Work. • Preparation of standard contracts. • Preparation of product sheets. • Selection and implementation of a system for task and time registration.
Result: Advizor IT was gradually introduced to a systematic approach to the company's processes and procedures.

(04/2001) – (05/2001)
ISS A/S, Denmark - Copenhagen
<p>Assignment / Project description:</p> <p style="padding-left: 40px;">Analysis and documentation. The client wanted a more accurate overview about the network structure and network security for the central group management. The assignment was to draw and quality assure a network diagram, with the description of the individual servers, firewalls and connections, and describe if there via modem or else was unsecured network accesses via standalone workstations in corporate headquarters.</p>
<p>Process Description:</p> <ul style="list-style-type: none"> • Preparation of project description and plan. • Collection of drawings and server information through interviews with technicians and technical managers. • Preparation and quality assurance of new network drawing and server descriptions. • Review of workstation equipment. • Preparation of report.
Result: The client received a drawing and a report which could be used as input for the preparation of the action plan.

(02/2001) – (03/2001)

Dampskibsselskabet Norden, Denmark - Copenhagen

Assignment / Project description:

Groupware - Project Management and implementation.

The client had converted their mail system to MS Exchange, but had not yet taken into use the calendar section. The client wanted to ensure the organizational implementation of the Calendar section, with thorough training of employees and secretaries, so that the common resource calendars could be transferred from paper to electronics.

Process Description:

- Preparation of project.
- Preparation of project plan.
- Identification of people and shared resources and description of authorizations.
- Technical implementation of the solution.
- Development of guidance.
- Training of staff.

Result: The client got taken into use the shared calendar system, and trained staff in the use.

(11/2000) – (01/2001)

Matchwork A/S, Denmark - Copenhagen

Assignment / Project description:

Test - Project Management.

The client was developing a new Internet portal, and wanted to test this, preferably with a background in the test material to be reused by the continuous further development.

Process Description:

- Preparation of project.
- Preparation of scheme for description of use cases.
- Description of use cases with business consultants and usability responsible.
- Preparation of defect reporting form.
- Preparation of test plan.
- Completion of tests and follow-up.

Result: The client got completed the test, and subsequently had a catalog of use cases that could be reused by subsequent tests of corrections.

(08/2000) – (10/2000)

FOSS A/S, Denmark - Hillerød

Assignment / Project description:

Business Analysis and Strategy.

The client developed and exported high-tech devices all over the world, and would therefore look for ways to use Information & Communication technology to serve customers better. In this context the client asked for an overview of the opportunities and trends, insight into what comparable manufacturers were up to, and what competitors were able to.

Process Description:

- Preparation of project description and plan.
- Introduction and presentation of the plan for department managers.
- Interviews with managers in sales and development departments.
- Interviews with comparable equipment manufacturers.
- Obtaining information from competitors.
- Interviews with the Danish Technological Institute.
- Preparation of report.
- Presentation of report to management and department managers.

Result: The client got a report describing opportunities and trends for use of the Internet for communication with devices via embedded servers and software.

(01/2000) – (07/2000)

EDC-gruppen A/S, Denmark - Copenhagen

Assignment / Project description:

Acting Systems Manager.

The client had a vacant position as a systems manager, and wanted an experienced consultant who could fill the role until the position was filled. During the period the CIO also quit his position, and thus there was a need for coaching to management and support for the new internally recruited CIO.

Process Description:

- Management of 12 employees and 3-4 external consultants in the IT function.
- Manage the project to completion of the new version of the broker system.
- Control of external development of WAP solution for real estate search.
- Managing project to produce management information.
- Regular management reporting and advice.
- Preparation of job advertisements and advice when hiring new system manager.
- Implementation and execution of daily mini-morning meeting for tracking progress.

Result: The client got added stability and continuity of the process, and continued daily operations as well as the development. The client was the first real estate agency chain that could offer a mobile property search solution, and used this in its marketing.

(10/1999) – (01/2000)

NOKIA, Denmark - Copenhagen

Assignment / Project description:

Project coordination and analysis.

Due to 2000/Y2K problems the client wanted a complete overview of its systems. The client had his own project team that were responsible for the overall management but wanted help to get identified and described the various systems and applications. The client asked in addition for contingency plans for all applications that by the client's key employees were considered essential for the continued operation.

Process Description:

- Preparation of task description.
- Identification of the customer's key employees.
- Preparation of Form for information gathering.
- Completion of interviews with key personnel.
- Development of contingency plans.
- Reporting to the customer's Y2K Steering Committee.

Result: The client got an overview of the approximately 800 different applications, as well as contingency plans for these. As you know, Y2K was a fuser, but the customer used subsequent the overview to ensure licenses, and consolidate, upgrade and phase out certain applications and systems.

(07/1999) – (03/2000)

Red Barnet, Denmark - Copenhagen

Assignment / Project description:

Consultancy and Project Management.

The customer would upgrade all his IT infrastructure and asked for advice in the process. The client had no formulated IT strategy, and would have e such developed and implemented.

Process Description:

- Preparation of task view.
- Development of IT strategy.
- Preparation of project plan for the upgrading of IT infrastructure.
- Presentation of Strategy and plan for management and employees.
- Procurement and management of delivery.
- Supervising of deployment.
- Sparring with management and internal IT function using Virtual CIO concept.

Result: The client got an IT strategy that included the customer's needs for communication from inaccessible locations. In addition, the entire IT infrastructure was renewed with replacement of both servers and workstations resulting in a significantly improved stability.

(06/1999) – (07/1999)
Københavns Kommune, Denmark - Copenhagen
Assignment / Project description: Business Analysis. The client spent a lot of internal resources to capture written reports from adult education centers and wanted in this context to look at opportunities for the centers to do the registration themselves through the web.
Process Description: <ul style="list-style-type: none"> • Preparation of project description. • Review of information and validation routines with the client's employees. • Preparation of reports and project proposals.
Result: The client received a report indicating opportunities and a proposal for how the project could be implemented.

(05/1999) – (06/1999)
Solrød Kommune, Denmark - Solrød
Assignment / Project description: Analysis. The client wanted to link its various institutions, libraries, schools, day care centers and nursing homes, through a municipal network. In this context the client asked for an analysis and a project proposal.
Process Description: <ul style="list-style-type: none"> • Description of the assignment. • Listing and review of the municipal institutions. • Interviews with library, school, nursery and nursing homes managers. • Development of network description. • Preparation of report..
Result: The client received a report that gave an overview of the individual institutions and their equipment and a drawing specifying different possible solutions.

(04/1999) – (05/1999)
DSV-Samson, Denmark - Høje Taastrup
Assignment / Project description: Analysis and documentation. The company has recently emerged from the merger between the two companies, each with its own IT infrastructure. The client wanted an overview of the entire IT infrastructure for action plans for consolidation of networks, servers and systems.
Process Description: <ul style="list-style-type: none"> • Description of the assignment. • Identification of IT infrastructure through interviews with technicians from both departments. • Drawing of networks for the existing structure. • Drawing of the proposed new structure. • Establishing a report with proposals for action.
Result: The client got an overview of the overall IT infrastructure and got through the report a tool for planning the aggregation project.

(04/1999) – (06/2001)
A/S Jensen Consulting / T-Systems, Denmark - Copenhagen
Job description: IT Consultant, Project Manager, Analyst and Business Developer.
Special internal assignments: <ul style="list-style-type: none"> • Development of Virtual Office concept, including a description of the product sheets and presentations. • Development of Virtual IT Manager concept, including a description of the product sheets and presentations. • Assemble, translation and adaptation of product sheets, during T-Systems acquisition of A / S Jensen Consulting..
Result: Product sheets and description of the concepts were created to be used by sales and development of services.

(06/1998) – (03/1999)
Rolighed Consult A/S, Denmark - Copenhagen
Assignment / Project description: IT consultant. The company wanted to assign a resource to the commercial area that could advise Rolighed Consult customers on PC / Windows platform. In addition, the company wanted to participate in a multimedia project with a production company and wanted in this connection, a project manager who could perform this task.
Process Description: <ul style="list-style-type: none"> • Advising clients on opportunities with PC / Windows platform, in relation to MAC / OS. • Development of concept paper on multimedia project. • Development of project plan. • Development of the manuscript for content. • Presentation of content for investors and stakeholders.
Result: The client was supplied with the required knowledge of PC / Windows. Multimedia project was dropped but the idea was later realized by Nordisk Film.

(06/1995) – (05/1998)

DSB, Denmark - Copenhagen

Assignment / Project description: Business Consultant and Coach.

The company had in 6 years tried to introduce e-mail but had failed, due to missing decision on choice of technical solution. The company set up a top priority project, and was looking for a businessoriented project manager who could make the project visible in the company and implement an organizational top-down start up. During the project the management asked for information and coaching on further use of the Internet in the overall business and towards the customers.

Process Description:

- Contribute to the retention of Decision on the technical solution.
- Supervise the development of installation procedures on workstations.
- Development of user manual.
- Presentation of product and plans for top management.
- Development of plans for organizational marketing and implementation.
- Implementation of e-mail in the top executive group.
- Visibility in the organization through internal product sheets and press coverage.
- Training and coaching of secretaries.
- Organizing and coaching of an internal e-mail user group.
- Investigation of how other railways was using the Internet and its opportunities.
- (timetables, traffic information, tickets, etc.)
- Presentation of the Internet's capabilities for managers and selected sales staff.

Result: During the project, more than 4000 users started with e-mail. In addition, a new priority project was established which should take advantage of Internet opportunities. DSB is today one of the most visited websites for traffic information and timetables giving opportunities for self-service buying tickets and reservations.

(05/1993) – (05/1995)

Reklamedata A/S, Denmark - Copenhagen

Job Description: **System Development Manager.** The client had been delayed with a new system for their customers, and therefore had felt pressured to launch the system even though it was not yet finished and tested. The client therefore set up a new system development manager position for damage control and enable the development and correction system. Later, the post was expanded to include responsibility for the operation, consultants and PC Support.

Responsibilities:

- Head of development department with 7 programmers and planners on the AS/400 platform (RPG400) and PC / Mac client-server platform.
- Head of Operations Department with 4 ½ employees. Facility-management operation of the 28 decentralized AS/400 installations and the central Reklamedata installation.
- Head of PC / engineering department with 3 employees.

Result: The company got stabilized its operation, support and system development, delimited the system, and introduced a version control system for the further development.

(04/1985) – (04/1993)

Sterling Airways A/S, Denmark - Dragør

Job Description: Originally employed as a systems developer and database administrator. The last 3 years of employment as End-User Support Manager, responsible for user service center, system development and operation of mainframe (IBM 3090)

Responsibilities:

- Head of Development Department with 4 employees.
- Head of Operations with 2 ½ employees.
- Head of User Service Center with 2 employees.

- Project management and specifications of Sterling Operation System for handling contracts and schedules and bookings.
- Project management and specifications for Component Management System for aircraft maintenance.
- Project management and specifications for Tax-free System with pre-orders.
- System Conversion from Unisys mainframe to IBM the 3090th
- Database conversion from Unisys / DBMS for IBM SQL / DS.
- Rollout Project with 350 PCs in Sterling Group.
- Outsourcing project. In particular on ensuring employee motivation through replacement project which ensured that leftover employees were helped to new jobs..

Result: From 1985 to 1993 the use of IT was changed from 20 terminals with a proprietary ERP to 350 PCs with a variety of systems to support the entire business.

In 1993, the company chose to outsource its entire IT department to IBM (Responsor).

(02/1983) – (03/1985)

DSB, København

Assignment / Project description: DSB had in the early 1980s experienced some severe winters, and an overview of the individual locomotives location via written logs had once again come up short. DSB therefore had made a requirements specification for a new central system to provide an overview of the individual locomotives condition, maintenance and run / circulation plans. The system was put out to tender, and project managers were hired to handle the internal coordination between users and external consultants.

Responsibilities:

- Participate in supplier selection.
- Coordination and clarification of user requests with external consultants.
- Organizing and conducting user training.
- Participate in testing, approval and implementation of the system.

Result: The company received a developed Locomotive Disposition System, and the first year the system streamlined the equivalent of operating one locomotive = 20 MDKR. The system had cost 15 MDKR. The system has repeatedly been modified and further developed and forms the basis for the product "Landet's Puls" which shows the current location of trains on the map of Denmark.