

Nicolaj Kisby Willerup

Technical Project Manager · Stability · Delivery · Business Value

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With 20+ years of experience as a Technical Project Manager, I specialise in leading complex IT projects from planning to go-live. My strength lies in creating overview, driving progress and delivering stability – even in challenging environments with shifting priorities. I act as the link between technology and business, ensuring that projects deliver on time, within budget and at high quality.

CORE COMPETENCIES

Project & Programme Delivery	PRINCE2 Practitioner · SAFe 4.6 · ITIL V3 · Agile / Scrum · Waterfall · Hybrid delivery model · PID · Business Case · Milestone & dependency planning · Risk & issue management · Budget & financial control · Steering group reporting · Go/No-Go gates
Leadership	Academy Degree in Leadership · People management & Team Lead · Service Desk build-up · Leading project managers, architects & AM teams · Leading development & DevOps teams (Scrum, Kanban) · Remote leadership · Cross-cultural leadership
Product & Service Ownership	Product ownership · Service & Application ownership · Solution Management · Business analysis · Requirements specification · Backlog management & prioritisation (WSJF) · Stakeholder alignment (business ↔ IT) · Product launch · UAT coordination · POC / pilot execution
Solution Delivery & Development	End-to-end delivery lifecycle · Development team leadership · Test Management · Test automation (Selenium) · Architecture alignment · C4 system landscape · System integration
Service Delivery & ITSM	Service Delivery Management (SDM) · Application Management · SIAM · Incident Management · Problem Management · Major Incident · Situation Management (24/7) · Service Transition · Operational Readiness · Hyper-care · KPI / SLA / OLA reporting
Release & Change	Release Management · Change Management · Deployment Management · CI/CD · Configuration Management (CMDB) · CAB · Cutover planning
Governance & Transformation	IT governance · Process maturity (ITIL) · Transition & Transformation · Datacenter migration · Cloud migration (on-prem → Azure)
Stakeholder, Vendor & Contract	Stakeholder Management · Vendor Management · Contract Management · SKI framework agreements · Tender processes · Cross-cultural leadership · Remote leadership
Infrastructure	Azure · VMware · Linux · Kubernetes · Windows server · Networking · Firewall · Storage · Mainframe (z/OS) · Unix (AIX / HP-UX)
Integration & Dev Tools	SAP · BizTalk · API · REST · SOAP · ServiceNow · Jira · GitHub · Jenkins · Azure DevOps · AWS · Salesforce · Microsoft Dynamics 365
Security & Compliance	ISO 27001 · GDPR · NIS2 · Cybersecurity (Google/IBM-certified) · IT security · Security cleared (HEM)
Industries	Public sector · Finance · Insurance · Energy · Retail · Transport (railway) · Audiology/Telecommunications · Leasing · Lottery & Gaming

CAREER OVERVIEW

Period	Role	Organisation / Industry
2017 - now	Freelance Technical Project Manager	Various – see projects below
2016 - 2017	Solution Manager (Employed)	COOP – Retail
2014 - 2016	Technical PM & Application Manager (Employed)	PensionDanmark – Finance & Pension
2011 - 2014	Technical Project Manager & Application Manager (Employed)	SKAT – Public sector
2009 - 2011	Project Manager (Employed)	PC-WARE (now SoftwareOne) – SAM & IT-solutions
2001 - 2008	Technical Project Manager (Employed)	IBM – Transport, Shipping & Logistics

EDUCATION & CERTIFICATIONS

2025	Strategic Leadership: Impact, Change, and Decision-Making
2025	Security cleared (HEM) [Politi]
2024	NIS2 Foundation (MetierWestergaard)
2024	IBM Cybersecurity Analyst Professional
2024	Google Cybersecurity Professional
2021	Academy Degree in Leadership (Project management · Strategic leadership · Lean · Organisation & work psychology)
2018	SAFe 4.6 (Firebrand)
2017	PRINCE2 Practitioner & Foundation (Firebrand)
2017	GDPR (Delacour/Dubex)
2013	Business & Management (ITU)
2011	ITIL V3 Foundation (Axelos)

Danish: Native (Level 5)

English: Fluent (Level 5)

SELECTED PROJECTS

Danmarks Radio (DR / Danish Broadcasting Corporation) | 3.2025 – 7.2025

Technical Project Manager / Release Manager / Situation Manager (Freelance) | Industry: Public sector / Media

Establishment of the Release Management function within the "Future DRTV" programme — migration of DR's streaming platform from a single-vendor (Deltatre Axis 9.5) to a multi-vendor model (Axis v.10), where Deltatre owns the platform and separate vendors develop individual app targets (iOS, Android, web etc. — seven apps plus platform in total).

A new cross-cutting RM role was necessitated by the transition from one to multiple vendors.

The programme was put on hold mid-way, and the assignment was concluded with a structured knowledge handover and a complete document package ready for resumption.

- Defined and anchored the Release Manager role within the programme — produced role clarification with ownership model, interfaces to Delivery Managers, Test Manager, architect and vendors as well as mandate and success criteria
- Prepared overall Release strategy structured around the six-question framework (What/Why/When/How/Where/Who) with two release types (Planned release and Hotfix) — formulated tool-agnostically to secure DR ownership independent of ITSM tool choice
- Prepared three concrete release plans — Release 1.0 (first production release with broader CAB and extended hyper care), Release 1.x (continuous sprint cadence) and Hotfix (Emergency Change with two Go/No-Go models and mandatory rollback)
- Established governance foundation for cross-silo release coordination — CAB structure, Go/No-Go gates, change management flow (Standard/Normal/Emergency), severity model and hyper care process
- Built a C4-based system landscape diagram (System and Context level) with explicit gap markings for CDN, DRM, SSO and analytics — used as validation and clarification tool with the architect
- Conducted structured knowledge handover at programme pause — complete document package with open clarifications, learnings and concrete recommendations for resumption

Technologies & Skills: Technical Project Management · Release Management · Change Management (CAB, Normal/Emergency) · Multi-vendor governance · Role clarification · C4 System Landscape · Deltatre Axis · iOS/Android · Apps · App Store compliance · Confluence · ServiceNow · Jira · ITSM · ITIL · Operational Readiness · Service Transition · Hyper Care · Public sector

Rigspolitiet (Danish National Police) | 03.2025 – 07.2025

Technical Project Manager / Configuration & Release Manager / Situation Manager (Freelance) | Industry: Public sector

Responsible for execution and optimisation of Release and Configuration Management for the central IT systems (PolDISP) under the Danish National Police – in a mission-critical environment with high requirements for traceability and governance.

- Executed technical release management for business-critical systems, including version control and cross-cutting coordination of rollout activities
- Analysed and advised on Incident Management workflows, focusing on optimisation of duplicate cases (Parent/Child) and improved information flow to end users
- Prepared operational readiness for a new 24/7 Situation Management model – mapping of system dependencies, contact interfaces and technical documentation
- Ensured technical verification and configuration control during system updates to minimise operational risks
- Facilitated technical dialogue with specialised teams to ensure compliance with strict traceability and governance requirements

Technologies & Skills: Technical Project Management · Release Management · Change Management · Incident Management · Configuration Management (CMDB) · Situation Management (24/7) · CAB · Operational Readiness · Service Transition · Cutover · ITIL · ITSM · PolDisp · Public sector

GN (GN Audio / Jabra) | 10.2024 – 04.2025

Technical Project Manager / Release Manager (Freelance) | Industry: Audiology & Telecommunications

Responsible for definition and implementation of Release Management processes for GN's digitalisation programme – including design of the overall release strategy across all (4) parallel development tracks in a complex SAFe environment.

- Defined the overall Release strategy for the entire digitalisation programme – ensured alignment and control across all (4) parallel development tracks (Salesforce, Dynamics, Integrations, eCOMM)
- Established and rolled out a dedicated release process for the eCOMM platform with coordination of 4 dedicated Scrum teams
- Coordinated cross-cutting release activities in a hybrid technology landscape: Azure, Azure DevOps, AWS, Salesforce and Microsoft Dynamics
- Implemented Release Management best practices (ITIL), increasing transparency and maturity in the programme's delivery model

Technologies & Skills: Technical Project Management · Release Management · SAFe · Agile · ITIL · Operational Readiness · Service Transition · UAT · GxP · Azure · Azure DevOps · AWS · Salesforce · Microsoft Dynamics 365 · ServiceNow · Jira · Documentation

Energinet | 05.2024 – 09.2025

Release Manager (Freelance) | Industry: Energy / Public sector

Responsible for planning, coordination and quality assurance of the release process for Datahub 3.0 (phase 1) – transformation of iterative, agile development streams into an executable, chronological release plan for a business-critical solution.

- Prepared and coordinated the overall Release plan with definition of chronological dependencies, critical delivery milestones and go/no-go gates
- Ensured technical and process-based verification of deliveries on a well-tested and documented foundation prior to go-live
- Established transparency through share-friendly documentation enabling precise risk management and overview of technical readiness
- Led the release group with focus on reconciling agile delivery forms with the requirements for a secure and sequential release execution

Technologies & Skills: Technical Project Management · Release Management · Change Management · SAFe / Agile · Incident Management · Test Management · Operational Readiness · Service Transition · UAT · Azure · GitHub · Zenhub · Miro · NIS2 · ITIL · Public sector

Back Office Support Manager – Team Lead, Technical PM & SDM (Freelance) | Industry: Finance / Leasing

Responsible for operations and support of the ERP system Miles across the Nordics (DK, SE, FI, NO) for approx. 800 users – including professionalisation of support processes via ITIL as well as technical project management of complex upgrades and datacenter migration.

- Led and developed the Nordic support team (4 FTE) with responsibility for business-critical L2/L3 support
- Modernised the support approach by implementing ITIL-based processes for Incident, Problem and Service Request Management
- Technical Project Manager on datacenter migration of the Miles application as well as critical patch and version upgrades
- Orchestrated the go-live of Miles in Finland – transition from hyper-care to ordinary operations and establishment of local SOPs
- Acted as System Integrator and technical SPOC for complex integrations (BizTalk, API, FTP/SFTP)
- Ensured transparency via weekly and monthly KPI reporting to management
- Established a structured requirements clarification process between business and technology for Miles changes and new features – introduced fixed sessions with Nordic business representatives to make support capacity visible and create structure around feature requests and improvements
- Owned backlog for Miles-related tasks – ensured that requests were captured, described and prioritised for the operational business; facilitated estimation via Service Desk (smaller tasks) and Miles development team (larger solutions)
- Responsible for daily execution and follow-up of scheduled batch jobs — ensuring correct vehicle data, data distribution to receiving servers and integrity across the Nordic installations

Technologies & Skills: IT management · Technical Project Management · SDM · Team Lead · Remote leadership · Incident Management · Problem Management · Change Management · Release Management · Application Management · ERP (Miles) · BizTalk · API · Linux · Datacenter migration · ITIL · ITSM · SLA / OLA · Batch scheduling

Tryg | 12.2021 – 05.2022

Technical Project Manager (Freelance) | Industry: Finance / Insurance

Optimisation of IT governance and ITSM services with focus on alignment between complex technology platforms and the business's governance requirements – including backlog management in an agile setup, technical documentation and cloud migration.

- Optimised ITIL processes within IT governance and ITSM to improve delivery quality
- Established structure for backlog management via WSJF (Weighted Shortest Job First) for technical prioritisation
- Produced complete documentation of the IT solution in connection with migration from on-prem to cloud (Azure)
- Optimised Jira use via advanced JQL queries that gave management better insight into performance and progress
- Led implementation of new ITIL workflows with stakeholder management and coordination with offshore teams

Technologies & Skills: Technical Project Management · IT governance · Agile · Backlog management · WSJF · Remote leadership · Azure · DevOps · GitHub · MongoDB · Kubernetes · ServiceNow · Jira (JQL) · Confluence · GDPR · ITIL · ITSM

UFST / European Dynamics (ICS2) | 09.2020 – 10.2021

Technical Project Manager (Freelance) | Industry: Public sector

Technical project manager on the pan-European ICS2 programme (customs application) at the software vendor European Dynamics – securing deliveries to the customer (UFST), ServiceNow implementation and establishment of a cross-organisational operations and support foundation.

- Coordinated technical dialogue between European Dynamics' development teams and UFST in a complex SAFe environment – ensured timely delivery and delivery overview in accordance with contract
- Coordinated implementation of ServiceNow and operationalised ITIL processes to professionalise the organisation's support and operations apparatus
- Established ITSM integration (Incident, Problem, Change) between UFST (BMC Remedy) and ED (ServiceNow)
- Defined and operationalised monthly operations reporting with KPIs and SLA metrics via facilitated working sessions
- Facilitated change management and stakeholder management across organisations and country borders (remote leadership)

Technologies & Skills: Technical Project Management · SAFe · Contract Management · Vendor management · Stakeholder management · Remote leadership · ServiceNow · BMC Remedy · ITSM Integration · VMware · Kubernetes · Azure · Linux · ELK Stack · ITIL · Public sector

Thales (Banedanmark – ERTMS) | 01.2020 – 06.2020

Technical Project Manager / Service Delivery Manager (Freelance) | Industry: Railway / Public sector

Maintenance System Manager during the rollout of the nationwide Signalling Programme (ERTMS, Long-distance West) – strategic and operational leadership of the operations organisation, establishment of a new Service Desk and securing a stable operating environment via ITIL and technical troubleshooting in a Linux environment.

- Built and led the operations organisation and Service Desk – established a robust support structure for the new signalling system
- Acted as technical SPOC and reference point for 2nd and 3rd level support in complex failure scenarios
- Established and implemented central ITIL processes (Incident and Problem Management) for mission-critical system events
- Handled troubleshooting and technical analysis in Linux environments, network infrastructure and system integrations
- Handled Major Incidents and steered escalations in a mission-critical environment with direct focus on safety and railway operations

Technologies & Skills: Technical Project Management · SDM · Incident Management · Problem Management · Major Incident · Service Desk build-up · Operational Readiness · Linux · Bash CLI · Log analysis · Networking · SAP · ERTMS · Solar (ITSM) · ITIL · Public sector

Technical Project Manager (Freelance) | Industry: Passenger transport by railway

Technical implementation projects and management activities with focus on infrastructure and strategic optimisation – delivery management of agile teams as well as advisory on robotics tender, license optimisation and operational stability for business-critical systems.

- Led development and IT activities for three agile DevOps teams focused on business-critical legacy systems and SAP integrations
- Analysed DSB's Microsoft license agreement – identified over-licensing and secured a cost-effective agreement
- Acted as technical advisor for the SKI tender process on UiPath Robotics licenses and for DSB's RPA department
- Facilitated 'sunset' process of Blueprism robot environments and ensured technical knowledge sharing in the transition to new platforms
- Acted as Senior User in the steering group for the Technology Refresh project – defined requirements for replacement of server infrastructure

Technologies & Skills: Technical Project Management · Agile · SAFe · Release Management · Incident Management · SAM / License management · UiPath · Blueprism · ServiceNow · SAP · Windows Server · Linux · Cloud · Virtualisation · SKI · ITIL · ITSM

University of Copenhagen (KU-IT) | 10.2018 – 03.2019

Technical Project Manager (Freelance) | Industry: Higher education / Public sector

Project management of comprehensive Transition & Transformation (T&T) activity in which IT services were migrated from Faculty-IT to the central unit KU-IT – consolidation of infrastructure and standardisation of services across the university.

- Led the T&T process and conducted 'Technical Discovery' via facilitated workshops and mind-mapping – uncovered shadow IT and overlooked components
- Designed and implemented new IT infrastructure — server and storage solutions, networking, applications, desktops and printers were moved from decentralised faculty IT to the central KU-IT platform
- Planned and executed migration of clients and print to the central KU-IT solution, including OS upgrades as well as execution of Firewall POC
- Ensured close stakeholder management between the outgoing faculty and central IT unit to rebuild trust in the transformation process

Technologies & Skills: Technical Project Management · Transition & Transformation · Change Management · Release Management · Networking · VLAN · Firewall POC · VMware · VDI · Citrix · Windows · macOS · Linux · AD · Desktop Management · Print Management

Danske Spil | 04.2018 – 09.2018

Technical Project Manager (Freelance) | Industry: Lottery & Gaming

Management of parallel system development and implementation projects with focus on product launches and operational optimisation – control from requirements specification through vendor contracts to technical release and handover to IT operations.

- Led implementation of new gaming products: 'New Joker on Eurojackpot' and 'All or Nothing'
- Handled Service Transition and re-establishment of system functionality for the Game Scanner solution
- Conducted Proof of Concept (POC) on hardware implementations (rollout of info screens at retailers)
- Facilitated business analysis and requirements specification for alignment between business wishes and technical deliveries

Technologies & Skills: Technical Project Management · Release Management · Change Management · Service Transition · Contract management · Vendor management · Hardware POC · Linux · Windows · Android/iOS

Nykredit | 10.2017 – 03.2018

Technical Project Manager – Cybersecurity & GDPR (Freelance) | Industry: Finance

Two parallel assignments:

- (1) Initiation and scope clarification of a critical remediation project following a 'Red Team Attack'
- (2) Project manager for the IT security track in Nykredit's GDPR programme.
 - Initiated a cybersecurity remediation project after the Red Team Attack – prepared PID and clarified technical remediation options
 - Led technical teams in implementing solutions to strengthen Microsoft infrastructure and network security
 - Led the IT security team and activities in the GDPR programme – conducted gap analysis (as-is/to-be) of processes
 - Prepared and updated IT security guidelines as well as a new operational IT security manual

Technologies & Skills: Technical Project Management · Cybersecurity · GDPR · ISO 27001 · Gap analysis · Change management · IT security · Microsoft Infrastructure · Azure · Networking · Compliance · Documentation · SOP

Tryg | 10.2017 – 10.2018

Technical Project Manager (Freelance) | Industry: Insurance

Technical project management of a full migration effort for a business-critical IBM Content Manager solution from Mainframe (z/OS) to Unix (AIX). Brought in after several previously failed migration attempts — with responsibility from tender process and vendor selection through target environment refresh to application and data migration.

- Drove tender process and vendor selection for the technical migration services — contract signing with IBM as migration vendor
- Uncovered that the target Unix environment had not been established as agreed — performed technical remediation with upgrades of AIX, DB2, Tivoli and IBM Content Manager OnDemand and correct High Availability setup across two nodes
- Orchestrated vendor management of the external operations vendor (TATA) under complex challenges with resource availability
- Executed application and data migration from mainframe to Unix on the remediated foundation — including verification testing and cutover preparation

Technologies & Skills: Technical Project Management · Out of mainframe · Tender · Contract management · Vendor management · Migration (Mainframe → Unix) · IBM Content Manager · AIX · DB2 · Tivoli · HA Setup · Cutover planning · Test Management · ITIL · ITSM

EG (Kommunernes YdelsesSystem – KY) | 04.2017 – 05.2017

Release Manager (Freelance) | Industry: IT for the public sector

Release Manager on a critical development project (municipal) which after two years of development had still not had its first delivery. Focus on establishing stability and structure in the release flow across three tracks.

- **Reduced deployment time from 2 days to 4 hours in just two months**
- Established Change Management and Configuration Management with configuration for all environments
- Advised on and implemented merge strategy (CI/CD) with Jenkins to resolve critical code conflicts
- Ensured configuration management for all environments: Development, Test, Pre-prod and Production
- Incorporated DevOps procedures (CI/CD) based on the IBM Rational suite

Technologies & Skills: Release Management · CI/CD · Change Management · Configuration Management · Jenkins · Git · Jira · IBM WebSphere · IBM CLM · IBM Rational DOORS · Test Management · Process optimisation

COOP | 04.2016 – 03.2017

Solution Manager (Employed) | Industry: Retail (FMCG)

Responsible for technical lifecycle, operations and further development of COOP's logistics IT portfolio (approx. 130 systems), from POS systems in-store through warehouse management to vendor ordering. SPOC and strategic link between business, vendors and IT.

- Led IT activities and resources across cross-cutting teams (project managers, architects, AM teams) for architectural alignment
- Executed end-to-end development processes including complex settlement solutions with SAP backend integration
- Handled Change and Release Management, including CAB participation – ensured controlled rollout of patches and new functionality
- Ensured stable operations via Incident and Problem Management – handled critical incidents situations for 130 systems
- Orchestrated vendor management and budget management for development projects, including invoice control and KPI follow-up
- Acted as Product Owner for the in-house portfolio – held formal backlog ownership and served as dedicated link between business and development vendor (rather than handing dialogue to the vendor)
- Drove backlog and roadmap from idea to decision – clarification meetings with business on direction and prioritisation, weekly refinement and estimation sessions with the development team, business go/no-go on estimated tasks
- Product discovery for replacement of the COOP ↔ SKAT settlement system – structured ideas and requirements in collaboration with COOP Enterprise Architecture (data flow, integrations, architecture diagrams) and packaged vendor-ready specification before the vendor was involved
- Roadmap dialogue with SaaS vendors – ongoing clarification of vendor roadmap plans and translation into concrete business needs
- Responsible for mainframe-based order consolidation — the mainframe aggregated orders from a range of source systems and ran scheduled batch jobs that formed part of daily operations follow-up

Technologies & Skills: Technical Project Management · Application Management · SIAM · Release Management · Change Management · Incident Management · SAP · BizTalk · API · MS Dynamics CRM · MS Navision ERP · EpiServer · CAB · Budget management · ITIL · ITSM · Mainframe (z/OS) · Batch scheduling

Responsible for technical lifecycle, operations and further development of five customer-facing EpiServer portals as well as Microsoft CRM in a complex system landscape with full ownership of frontends and integrations.

- Led external AM team (Netcompany, 3 people) – backlog prioritisation, KPI/SLA follow-up and capacity management
- Project managed datacenter migration of all portal and CRM solutions (production and test environments)
- Executed as Release, Test and Incident Manager – ensured stable user experience during rollout
- Orchestrated SIAM vendor collaboration with KMD, T26, Nets, e-Boks, FDC and SKAT
- Established proactive monitoring (AppDynamics) and optimised existing ITIL processes
- Acted as Product Owner for the five customer-facing portals owned by different business departments – established a structured one-pager as an intake process for business ideas and facilitated clarification meetings
- Translated business ideas and requests into development documentation – requirements, specifications, use cases, flow diagrams and business cases that the AM team could estimate and progress
- Owned and prioritised the backlog across portals – facilitated refinement and estimation sessions with the AM team and presented the prioritised backlog to the director for final decisions on development
- Responsible for frontend integrations against mainframe-exposed web services – coordination of interfaces and troubleshooting across the portal layer and mainframe backend
- Daily follow-up on nightly mainframe batch jobs – verification of execution and results as well as handling of deviations in collaboration with the mainframe team

Technologies & Skills: Technical Project Management · Application Management · SIAM · EpiServer · MS CRM · MS Navision · AppDynamics · Release Management · Incident Management · .NET · API · Datacenter migration · ITIL · OLA/SLA · Mainframe (z/OS) · Batch scheduling

Responsible for operations, development and testing of the national self-service portals 'TastSelv Erhverv' (TSE), 'One Stop Moms' and 'VOES'. TSE alone handled approx. DKK 300 billion annually. For a period of 15 months, carried the full operational responsibility single-handedly.

- **Handled full operations and development responsibility for TSE – ensured continuity in a mission-critical system when the team's other resources were unavailable for 15 months**
- **Implemented test case automation (Selenium) – necessary to maintain delivery quality under resource constraints**
- Executed as Release Manager on all TSE releases – full lifecycle from requirements specification to go-live
- Managed IT budget and finances for TSE development and operations, including follow-up on vendor invoicing
- Drove Incident, Problem and Change Management (ITIL) to minimise downtime during critical settlement periods
- Acted as Product Owner for SKAT's business-facing self-service portals – dedicated link between business process owners (e.g. VAT reporting, refunds, EU sales) and development vendors
- Translated business change requests into development tasks – received ideas, requirements and process changes from process owners, ran clarification meetings with vendors on technical solutions and facilitated dialogue between business and developers on downstream business consequences (e.g. interplay between new rules and existing compliance requirements)
- Ensured business/tech alignment before go-ahead – obtained estimates from vendors, presented solution proposals and price for process owners to give go/no-go, then drove development, test and deployment to production after acceptance
- Planned and steered execution of mainframe batch jobs for the national collections – including annual rescheduling of batch runs, as collection dates shifted in the calendar from year to year

Technologies & Skills: Technical Project Management · Application Management · Release Management · Incident Management · Problem Management · Test Automation (Selenium) · SAP integration · Budget management · SAML · XML · REST/SOAP API · ITIL · ITSM · Public sector · Mainframe (z/OS) · Batch scheduling

PC-WARE (now SoftwareOne) | 10.2009 – 04.2011

Project Manager & Service Delivery Manager (Employed) | Industry: Various – SAM & IT

Project Manager and SDM for PC-WARE's Software Asset Management (SAM) department, responsible for implementation of complex IT solutions and license management for customers in the public and private sectors.

- **Executed implementation of Flexera at Mærsk – solution encompassing +85,000 devices**
- Drove technical project management on implementation of Citrix, VMware, Storage and Backup solutions
- Acted as SDM with responsibility for contracts, SLA/OLA and resource allocation
- Drove pre-sales activities and internal strategy development within SAM and Service Management

Technologies & Skills: Project Management · SDM · SAM · License management (Flexera, LicenseWatch) · Citrix · VMware · Storage · Backup · Contract management · SKI · SLA/OLA · ITIL · ITSM · PRINCE2

IBM | 01.2007 – 09.2008

Technical Project Manager & Operations Lead (Employed) | Industry: Transport, Shipping & Logistics (Mærsk)

Management of complex IT activities: global rollout, operations and transformation – technical project management of in-/outsourcing processes, SAP operations and system ownership for global software distribution to 49,000 users.

- **System owner for global software distribution platform for 49,000 users (equivalent to MS SCCM) – controlled global rollout**
- Acted as primary Incident Manager and Situation Manager (24/7) for business-critical SAP systems
- Planned and executed SAP Disaster Recovery (DR) & Business Continuity tests for the global SAP solution
- Assisted the SDM with technical execution of SAP rollout to 140 countries
- Led technical in-/outsourcing projects of server environments/applications to/from IBM's datacenters

Technologies & Skills: Technical Project Management · SDM · Operations Lead · Incident Management (24/7) · Situation Management · DR / Business Continuity · Global Software Distribution · Datacenter Transition · SAP · Unix · HP-UX · HPE Superdome · Linux · Oracle · ITIL · ITSM

IBM (Mærsk MPLS) | 03.2005 – 12.2006

Technical Project Manager – Technical Prime Mover (Employed) | Industry: Transport, Shipping & Logistics

Global implementation of NetQoS (Network Monitoring) in the Mærsk MPLS network across approx. 160 locations – followed by responsibility for operations, development and people management.

- Led global rollout of the NetQoS monitoring tool in the MPLS network with 160 locations
- Performed advanced traffic and performance analysis (Application Response Time, Network RTT) with weekly management reporting
- People management of 1.5 FTE – coordination of technical resources and knowledge sharing
- Acted as technical link and prime mover between IBM and Mærsk (APMM)

Technologies & Skills: Technical Project Management · SDM · People management · Remote leadership · Incident Management · NOC · NetQoS · Networking / MPLS · Capacity planning · Management reporting · ITIL · ITSM

IBM | 05.2001 – 02.2005

Technical Project Manager & Technical Consultant (Employed) | Industry: Various – Public sector, Telco, Finance

Project manager / Technical consultant / Architect on Open Source and IBM software solution projects, including POC projects on mainframe, AS/400, Unix and PC servers for customers in the public and private sectors.

- Led multi-year POC projects with Open Source solutions – demonstrated competitive performance on enterprise hardware (Oracle on z/Linux vs. MySQL and PostgreSQL)
- Implemented open source alternatives for firewall, Site-to-Site VPN, SAMBA, web servers (Apache/WebSphere), DNS, Database and LDAP
- Led the IBM GTS Linux team as team lead – coordinated technical resources and supported POC deliveries
- Acted as IT architect and project manager on various projects in the public and private sectors

Technologies & Skills: Technical Project Management · Team Lead · IT Architect · Pre-sales · Open Source · Linux (SuSE, Debian) · Mainframe (z-series) · AIX · Unix · AS/400 · Oracle · Apache · MySQL · PostgreSQL · Bash/Shell · C/C++ · ITIL · ITSM · IBM Tivoli