markus mäder

project management

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Date of birth:	25th June 1960
Marital status:	married, 4 Kinder
Place of birth:	Uster, Switzerland

Short profile

- Scrum Master Certified
- Master of advanced studies (MAS) in project management
- Certified senior project manager (IAPM)
- Senior ICT project manager, extensive international experience
- Negotiation skills in German and English, multi-cultural work experience
- Problem solver and turn-around manager
- Strong in goal oriented leadership, coaching, motivation, communication
- Sound knowledge in banking (investment advisory services/asset management, security trading, treasury, core banking), clinical systems (SAP ISH, ISH-med), identification documents, reinsurance, energy supplies, public sector, wholesale & retail business
- Experience in project procedure models like: ibo, Focus PM, CSC Catalyst, PMI, IPMA, Hermes5, V-Model
- Experience in various methods like: ibo, SCRUM, RUP, BPMN and others

How I work

Challenges inspire me. I like to deal with complex situations and to find good solutions.

I create a positive work environment that promotes the achievement of objectives. I can unite different characters into a successful team. I appreciate my team members, give confidence and esteem. Thus I cause constructive cooperation which promotes successful solution implementation.
Friendly and persistently I implement evolved solutions. Also under pressure I keep focused and stay confident regarding the achievement of objectives.

Current assignment

06.2017 – 01.2019 **Raiffeisen Switzerland, St. Gallen (thru Pragmatica)**

External test coordinator in program Rainbow (Substitution of Core Banking System Dialba2000 with Avaloq)

- Responsible for setting up system environments & installation scripts:
  - System test for ACS-Client Side
  - ST, AT, PROD, SOS for ACS-Market Side
- Cover / support setting up of AT systems on ACS-Client Side
- Coordination between application management, development, migration, operations, defect management and responsible persons of peripheral systems as well as internal / external services
- Coordination of daily software deployments for Main- and Fix-streams

Past assignments

09.2016 – 02.2017 **UBS, Head-Office, Zurich (thru HCL Technologies)**

External release- and project manager Output Management Services (OMS) for Wealth Management of UBS

- Management of periodic and aperiodic OMS releases
- Staff assignment, utilization and accounting of resources
- Management of implementation projects to support business units to fulfill strategic, regulatory and operative requirements
- Co-ordination between customer, development and internal / external service providers

Since 09.2013 **markus mäder project management**

Freelance project manager: www.markusm.ch

Project manager, release manager, consultant / coach

01.2011 – 08.2013 **BKW-FMB Energy Company, Berne**

Senior ICT Project Manager – Business Applications

Management of projects serving the internal functions Human Resources Management, Grid and Energy Switzerland

Project: CRM

Concept for migration of data from update.seven CRM to MS Dynamics CRM for energy sales department as first internal customer

Project: ETM (Energy data Transport Manager)

Development of an interface manager for meter reading and billing of energy data

Project: NG_EWP (New Generation – Electronic Workplace)

Planning and realization of deployment for a subsidiary

Project: NG_MDE (New Generation – Mobile Data Capturing)

Concept phase: process re-engineering for meter reading and accounting for energy consumption with large customers and households supported by new mobile read out devices

Project: Qumran

Redesign and realization of BI/BO architecture, development of new reports, processing of energy data with Crystal Reports

Project: SAP HR personnel master data

Definition of project order for central personnel master data management for group companies

Project: umantis

Implementation of **umantis workforce management system** for the MbO-process. The SaaS solution was adapted to the HR-processes and interfaced with SAP-HCM

umantis event management

Operation and enhancement of BKW's learning platform. Implementation of SCORM standards to provide and execute learning modules for the work force

umantis eRecruiting:

Securing failure free operation

Project: UVM (USU Valuemation ITSM-Suite)

IT Service Automation: Task Force Manager to solve issues with implemented ITIL processes before project rollout

10.2009 – 12. 2010 **Markus Mäder Handel & Service**

Freelance project manager: www.markusm.ch

Project manager, consultant / coach

Project: IPRS

Review the implementation of Integrated Population Registration Services (IPRS) as subcontractor of a Swiss-Kenyan consulting firm
Client: Ministry of immigration in Kenya

Project: IRS – Investment Research System

- Design of an investment research system as Subject Matter Expert of a Swiss engineering consultancy firm. My role: subject matter expert
  Client: Private bank in Zurich

Pre-sales support for a Swiss engineering consultancy firm as subject matter expert & project manager for hospital software projects

01.2008 – 09.2009 **Sabbatical** upon return from 4-years relocation to Israel

Family matters, private studies, courses in communication and financial planning

03.2001 – 12.2007 **HP – Hewlett-Packard, ISE Consulting & Integration**

Senior Project Manager in international sales team for Central & Eastern Europe, Middle East and Africa (EMEA)

ISE PMO:

As member of ISE Project Management Office I contributed to elevate the maturity level of project risk management in the region

Project: DC Consolidation

Bid manager for European data centers consolidation
Client: Orange Europe

Project: MacPass

Design and implementation of new passports and ID cards for the Republic of Macedonia based on HP hardware and documents with biometric information with technology of industry leading sub-contractors. Project lead as prime contractor

Project budget: 16 Mio USD

Client: Ministry of Interior of the former Yugoslav Republic of Macedonia

Project: Namer

Customization and Implementation of a solution for 11 governmental hospitals plus a Central Site for administrative and clinical modules based on SAP industry solutions.
Project lead as prime contractor

Project budget: 36 Mio USD / Team size: >25

Implemented modules:
- SAP R/3 FI, SD
- SAP ISH Patient Administration (ATD)
- SAP ISH/med (GSD) Radiology, Clinical Management, Operation Room
- SofTov laboratory modules: Chemistry, Hematology, Blood bank, Microbiology, Pathology
Client: Ministry of Health, Israel

Project: NHIH:

Project review of the National Health Insurance House project
Client: Ministry of Health, Romania

Project: Uganda Treasury

Design and implementation preparations for a treasury system for the central and the local governments in the various districts of the Republic of Uganda based on HP hardware and applications solutions with Oracle Finance
Project lead as prime contractor
Project budget: 10 Mio USD
Client: Ministry of Finance of the Republic of Uganda under supervision of World Bank

04.1997 – 02.2001 **CSC Ploenzke (Switzerland) GmbH**

Senior Project Manager and member of the management team
Reinsurance Business Unit, Aarau/Zurich

Line management of project managers; Definition of project management guidelines; Leader of international implementation projects; Coordination of project portfolio and project resources; Management of local first level support; Coordination of project activities with Research & Development in Oslo, Norway.

Various project kick-off activities in

Poland, South Africa, Swaziland (new name Eswatini), Zimbabwe

Projekt: SICS/nt

Global rollout of the reinsurance standard software SICS/nt, >10,000 users
Client: Swiss Re

01.1992 – 03.1997 **Union Bank of Switzerland, Head-Office, Zurich**

Head of database team (rank: Assistant Vice President)

Responsible for worldwide company data, financial instruments and macro-economic data for the Investment Research of the business unit Investment Advisory and Asset Management Switzerland. Project manager for the planning and the migration from IBM host towards a client/server architecture based on Oracle RdBMS on UNIX.

Project: UBIRIS

Line management and project responsibility for design, migration planning, production plan and development of databases for the Investment Research and Investment Advisory Switzerland. Platforms IBM MVS/DB2 and HP/Unix Oracle

Project: CALANDA time series engine

Collaboration with UbiLab (ETH) for the development of a specialized time series database based on efficient object oriented engines with Objectstore (OODBMS). Migration planning of database contents: Securities and economic data with historic time series back to 1960

Project: Creditworthiness data
Synchronization or rather standardization of ratings of prime rating agencies to verify UBS rating of securities

05.1990 – 12.1991 **Swissair, Zurich-Airport**

Business Analyst in information systems department

In-house consultant and project manager in the area of business process re-engineering, structure organization and information systems.

Various business analyses assignments:

- Business organization study in section Telecommunications and Distributed Systems including detailed documentation of problem areas as well as proposals for problem solving
- In-house consultant to business units in BPR (Business Process Re-engineering)
- Collaboration with McKinsey in MOVE project
- Business organization study for centralized software procurement
- Organizational work for implementation of a:
  - network of 3 Siemens HICOM PBX's at the headquarters
  - CALLBACK security system
  - computing cost accounting and billing system including interfacing with implementation project SAP/R3

11.1988 – 04.1990 **Telekurs AG, Zurich**

EDP organization analyst for trading systems

Business and process organization and training of clients for two projects supporting telephone trading. One being a quotation system, the other being TRAX a matching system of AIBD (later renamed to ISMA).

- Author of handbook and user documentation for TRAX (system for bond trading)
- Member of marketing team
- Test management including application testing and writing test scripts
- Training of customers (bond traders) and sales team members.
- Member of sales team

04.1988-10.1988 **Sabbatical**

Travelling Australia and Bali/Indonesia

12.1980-03.1988 **Union Bank of Switzerland, Zürich-Römerhof**

Head of customer information file (CIF) and head of EDP production team

Responsible for customer data and EDP production as well as training and support of end users.

- Implementation of electronic CIF (customer information file)
- Leader of master data management team (customer, business and reference data)
- Leader of systems operators/supervisors.
- Preparation of and implementation of new core banking modules.
- Implementation of word processors

04.1977 – 06.1980 display-center, Jules Goldschmid AG, Zürich

Business administrator apprenticeship (Swiss certificate)
Business administrator until military service

Professional Trainings

2015	Scrum Master Certified (SCRUMstudy)
2015	HERMES Spring Forum Winterthur (BKI)
2015	Master of Advanced Studies (MAS) in Project Management at HWZ Zurich
2015	Certified Senior Project Manager (IAPM)
2014	Certificate of Advanced Studies (CAS) in Project Management at HWZ → Senior Management & Communication Management
2013	Certificate of Advanced Studies (CAS) in Project Management at HWZ → Project Types & Strategic Management
2012	Certificate of Advanced Studies (CAS) in Project Management at HWZ → Elements and Methods
2012	Certificate as Project Manager Swiss Association for Organization (SGO) → covering all knowledge fields of international certifications VZPM/IPMA & PMI (PMBOK)
2009	License to develop private finance strategies, AWD Switzerland
2000	Web publisher KSC Internet school Zurich
1997	Graduate in Business Information Systems, WISS
1995	Investment advisor I & II, Union Bank of Switzerland, UBS
1995	IT Project Manager, Swiss Federal Certificate
1993	F course of studies Swiss Association for Organization (SGO) → Structural organization
1993	PM course of studies Swiss Association for Organization (SGO) → Project Management
1991	IT Project Manager course of studies, WISS
1988	G course of studies Swiss Association for Organization (SGO) → Process organization
1980	Commercial apprenticeship (1977-1980), Swiss Federal Certificate

Languages

German	(mother tongue)
English	(business fluent)
French	B2
Swedish	B2
Italian	B1