



BACKGROUND

I have been a project manager, business analyst, training manager, change manager, process consultant and certified quality management auditor for over 10 years.

At Fraport AG and its subsidiaries, I have supported the introduction of quality management systems and the updating of the process landscape in ARIS in several national and international projects.

After the merger with Dresdner Bank, I supported Commerzbank in the optimization of business processes in branch processing with various process tools.

I then worked for Deutsche Bank in the Netherlands as a business analyst implementing a Basel II compliant credit management process.

I worked for Barclaycard in Germany as project manager, senior business analyst and central contact between Great Britain (Barclays) and Germany for the implementation of compliance projects (KYC, real-time screening and transaction monitoring).

I then worked as a project manager in the Financial Counterparty Risk Management department of Deutsche Bank, where I was responsible for the final phase of a two-year IT Basel III project (Derivate Exposure System).

After that I also worked as a project manager in Deutsche Bank's eCommerce department in online and mobile (retail) banking. I led an optimization project to replace existing paper customer orders with a modern electronic online product registration form. I then worked as a sub-project manager on a strategic project for this bank and two other subsidiary banks (Berliner Bank and Norsibank) for their expansion in the mobile finance industry.

With my expertise and experience in compliance (KYC), I was able to support the integration of Deutsche Bank and Postbank in this particular area. Here I supported the implementation of a new global regulatory policy.

In the state capital Munich, I had the opportunity to support the introduction of two new projects (IT solutions) for the vehicle registration office and the foreigners authority as sub-project manager.

Currently I support Deutsche Bank as project, training and communications manager in the area of anti-financial crime, especially for sanctions and embargos. I support the bank in the preparation, review and implementation of Group-wide sanctions training and communication as well as in training consulting for individual business areas and infrastructure functions.

CONSULTING EXPERTISE

- Portfolio-/ Project Management,
- Audit and Controlling
- Business Analysis
- Training Management
- Quality Management Systems
- Banking and Aviation Knowhow



INDUSTRIES

Banking
Aviation
Public Sector

SPECIALIZATION

Project Management
Business Process Management
Change-Management
Training Management

BUSINESS EXPERIENCES

Aviation Management
Retail banking, Credit Risk Mgmt.,
Online- & Mobile banking
Compliance (KYC, NCA, Name
Screening, TX Monitoring, Sanctions &
Embargoes)

CERTIFICATES

CVA, FRM (Ongoing)
Six Sigma Black Belt (Ongoing)
GPM IPMA Level D
Steinbeis BPM
Prince2-, ITIL v3-, IREB - Foundation

EDUCATION

Global Executive MBA at the IESE
Business School
BSc. Business Information Systems at
the University of Applied Sciences
Frankfurt



PROFESSIONAL EXPERIENCE

TRAINING STRATEGY: GROUP-WIDE SANCTIONS TRAINING, DEUTSCHE BANK, FINANCIAL SERVICES

Frankfurt, since 10/2017

As an institution, Deutsche Bank is exposed to financial crime in various ways, including through its customers, transactions, employees and suppliers. A transformation program has been established to ensure global compliance with the Financial Crime Prevention Guidelines (AFC) to minimize the risk of unintended non-compliance with anti-money laundering (AML) regulations and sanctions.

The training strategy project on sanctions and embargoes is part of this agenda. Training on sanctions and embargoes is central to raising the awareness of all employees and ensuring that they are aware of and comply with all applicable sanctions and embargo regulations. Training was provided to employees worldwide through multiple channels, online, WebEx and face-to-face. I currently support Deutsche Bank as a project, training, communications and change manager in the area of anti-financial crime, particularly sanctions and embargoes. I support the bank in the preparation, review and implementation of Group-wide sanctions training and communication as well as in training consulting for individual business areas and infrastructure functions. Contact: Ross Worsdale

IT STRATEGY: NEW SOFTWARE FOR ADMINISTRATION OF THE ALIENS AUTHORITY AND THE MOTOR VEHICLES REGISTRATION OFFICE, TOWN HALL OF MUNICH, PUBLIC SERVICES

Munich, 10/2015 - 05/2016

As part of the modernization of the IT landscape in the state capital Munich, I worked as a project manager for updating it for the administration of the Foreigners Authority and the Motor Vehicle Registration Authority.

The new solution was to replace the IDA (Integrated Data Processing Application) specialist procedure introduced by the Aliens Department in the district administration department in 2008. This procedure was intended to enable the complete processing of business processes under foreigners' law without media discontinuity by means of an e-file. The foreigners authority could thus work completely with an e-file and almost completely dispense with paper files. Within the scope of this project, I took on the role of project manager and business analyst. The activities therefore included classical project management tasks as well as as-is analyses. In addition, I was responsible for carrying out process, requirements and gap analyses. The modelling in ADONIS and the optimization of business processes. Contact: Robert Stevenson

COMPLIANCE-IT: "KNOW YOUR CUSTOMER", DEUTSCHE BANK, FINANCIAL SERVICES

Eschborn, 03/2014 - 12/2014

With the initiative for the integration of Deutsche Bank and Postbank, the NLS (incl. NCA & RC) processes should apply equally to both banks from the point of view of combating money laundering and §25g KWG.

In future, Deutsche Bank customers will be compared with Postbank's customer base. As part of this project, I assumed the role of project manager and business analyst. The activities therefore included both classic project management tasks and as-is analyses. In addition, I participated in the implementation of a global policy and supported the development of a new compliance strategy as part of the merger of two major German banks. Contact: Bastian Liewig

MULTIMOBILE AT RETAIL MOBILE BANKING, DEUTSCHE BANK, BERLINER BANK AND NORSIBANK, FINANCIAL SERVICES

Frankfurt, 07/2013 - 12/2013

Fundamental improvement in the Bank's mobile banking offering. The multimobile platform ensures the stability and increased performance of the app, in particular with the help of a stable and homogeneous development platform and test processes for all mobile operating systems. This has significantly reduced development and maintenance costs per app. With this new platform, a simple and fast development of additional functions was carried out, which reduces future IT investments.



Within the scope of this project, I worked as a project manager and, in addition to the classic project management tasks, also took over the management of nearshore and offshore teams. I also carried out this project for Deutsche Bank and its subsidiaries Berliner Bank and Norisbank. I was also responsible for supplier management and stakeholder reporting. Contact: Burkhard Schmitt

ONLINE PRODUCT APPLICATION FORM IN ECOMMERCE AT RETAIL ONLINE BANKING, DEUTSCHE BANK, FINANCIAL SERVICES

Frankfurt, 04/2013 - 07/2013

The company's goal was to simplify and optimize the current process/workflow using a modern electronic online form that is always accessible. The new process provided better and more detailed data analysis through new validation, integrity checking and statistics.

As a project manager, I was also responsible for supplier management. In addition, I regularly reported to those involved in the project and, in addition to these activities, also took care of optimizing processes for customer orders. I was also responsible for the management of nearshore and offshore teams in Spain and the Czech Republic. Contact: Frank Dutenhöfer

DERIVATIVE EXPOSURE SYSTEM, DEUTSCHE BANK, FINANCIAL SERVICES

Frankfurt, 12/2012 - 03/2013

The Derivate Exposure System had to support the Bank's risk department in preparing for Basel III ready. The aim was to optimise risk-weighted assets and reduce the number of unprocessed transactions. In addition, the processes were automated in order to achieve flexible path generation for the company's risk platform.

As part of this project, I assumed the position of project manager and, in addition to the classic project management tasks, also took care of other areas such as the management of nearshore and offshore teams in Spain and the Czech Republic, the optimisation of valuation processes and stakeholder reporting. Contact: Payman Dadras

REAL TIME AML SCREENING, BARCLAYCARD, FINANCIAL SERVICES

Hamburg, 01/2012 - 11/2012

The aim of the project was to combine the bank's application system for all products (credit cards, loans and savings accounts) with a solution for real-time screening of applicant data against corresponding AML sanction lists. It was a project aimed at protecting the company from the admission of new customers, suppliers and employees without first checking them for AML restrictions.

As project manager and senior business analyst, I was responsible for various tasks. In addition to the classic project management activities, I have also been involved in the analysis of existing processes in relation to all products of the financial company. I was also involved in the prototypical integration of standard software into the IT landscape of the bank in the UK. I was also responsible for optimizing KYC & NCA processes, supplier management and stakeholder reporting. Contact: Hermann Wenneckers

AML TRANSACTION SCREENING, BARCLAYCARD, FINANCIAL SERVICES

Hamburg, 01/2012 - 11/2012

The aim of the project was the introduction of an automated screening solution for incoming and outgoing bank payments (credit cards) against corresponding AML lists. For this purpose, the screening solution provided by the group was accepted and linked to the payment processing system of Barclaycard.

As a sub-project manager and lead business analyst, I was primarily concerned with the solution concept and the preparation of a feasibility study, as well as the development of business cases in cooperation with a software manufacturer and the



associated specialist areas. Beyond these tasks, I dealt with the optimization of KYC & NCA processes, supplier management and stakeholder reporting. Contact: Hermann Wenneckers

IES ES APPLICATION CHANGE QA, DEUTSCHE BANK, FINANCIAL SERVICES

Eschborn, 04/2011 - 12/2014

IES ES Service Strategy is a strategic functional unit that aims to define goals for services, IT resource management, supplier relationships and consumer demand.

As a business analyst, I was involved in mapping billing codes to application changes. I also worked on the correct creation of invoices to reduce the number of problems, especially to avoid multiple invoices to ensure traceability between Deutsche Bank and IBM. Contact: Yasemin Dittert

ERASMUS LOS PARAGON SME, DEUTSCHE BANK & ABN AMRO, FINANCIAL SERVICES

Amsterdam & Sulzbach, 01/2011 - 11/2011

Deutsche Bank in the Netherlands needed a new credit system due to the acquisition of ABN AMRO's business customer business. Logica developed this on the basis of existing implementations in Germany and Italy. Due to the different implementation of EU regulations in the Netherlands and different processes and systems, extensive changes and enhancements to the existing application were required.

In the role of Business Analyst, I dealt with the recording of the change effort after the analysis of the requirements and the existing instances of the application in Germany and Italy. In addition, as a prerequisite for the business analysis, I worked closely with several departments on the development of the credit processes. In the course of this, a feasibility study with associated business cases was developed together with a software manufacturer and the responsible departments. In addition, I participated in the preparation of workshops, the creation of use cases and business scenarios. Contact: Donatello Ferlante

TRANSACTION MANAGEMENT – MERGER OF TWO MAJOR GERMAN BANKS – PROCESS MANAGEMENT IN THE AREA OF BRANCH DEVELOPMENT (BANKING OPERATIONS), COMMERZBANK, FINANCIAL SERVICES

Frankfurt, 04/2010 - 12/2010

I was involved in the analysis, documentation and optimization of existing business processes as well as in the development of new business processes in the branch operations of Commerzbank AG after the merger with Dresdner Bank.

With the initiative to integrate Commerzbank and Dresdner Bank, I assumed the roles of process manager, quality manager and controller. As part of these activities, I was responsible for the implementation of requirements and gap analyses. In addition, I was responsible for modelling, optimizing and documenting the customer and account-related business processes of both banks. In this context I was active in quality assurance. The implementation of process portals for the approval of management reports as well as the conception of controlling reports for project-related tasks in the area of banking services were also part of my tasks. I was also involved in the development of a qualification concept for process management. Contact: Jörg Bloch-Späth

QUALITY MANAGEMENT AUDITOR, FRAPORT AG, HANNOVER AIRPORT, ANTALYA AIRPORT AND LIMA AIRPORT, AIR TRANSPORT

Frankfurt & Hannover, 12/2007 - 02/2010

I supported the introduction of an integrated management system for the management system of Fraport AG and its subsidiaries worldwide. In addition to FraSec (Fraport Security Services GmbH) and FCS (Fraport Cargo Services), the airports of Hanover, Lima (Peru) and Antalya (Turkey) were also covered.



As part of this project, I assumed the roles of quality manager, process manager and auditor. Within the scope of these activities I was responsible for the execution of process, requirements and gap analyses. The modelling in ARIS and the optimization of business processes around building-related topics (procedural guidelines for construction services) were carried out. Furthermore, I was involved in modelling, optimisation and documentation of operative business processes. In this context I was involved in quality assurance. In addition, I participated in the creation of a qualification concept for process management. Contact: Christoph Schneider



EDUCATION

- Global Executive MBA, IESE Business School – University of Navarra, General Management, 2016
- Bachelor of Science in Business Information Systems, University of Applied Sciences Frankfurt am Main, 2010

FURTHER TRAININGS

Education	When	Where	Type	Project Management	Process Management	Requirements Engineering (BA)	Quality Management	Financial Services	Aviation	IT
Lean Six Sigma Black Label	2015	Denver - US	Certificate of Attendance		X		X	X	X	X
FRM - Financial Risk Manager	2013	Frankfurt - Germany	Training (Certificate Open)					X		
CVA - Certified Valuation Analyst as a Stand-alone qualification for valuation professionals	2013	Vienna - Austria	Certificate of Attendance					X		
IPMA - Level D - GPM - Certified project management professional / specialist	2014	Cologne - Germany	Certificate	X				X	X	X
Networked working with MS Project and MS Project Server	2013	Frankfurt - Germany	Certificate of Attendance	X				X	X	X
Lean Six Sigma Green Belt	2012	London - UK	Certificate of Attendance		X		X	X	X	X
IREB Certified Professional for Requirements Engineering	2011	Munich - Germany	Certificate			X		X	X	X
Steinbeis Certified Business Process Manager	2011	Cologne - Germany	Certificate		X			X	X	X
BPM210: Essentials of Tibco Business Process Management	2011	Frankfurt - Germany	Certificate		X			X	X	X
ITIL 3 - Foundation	2011	Cologne - Germany	Certificate					X	X	X
Banking for IT-Experts	2010	Frankfurt - Germany	Certificate of Attendance					X		
Quality Management Auditor - ISO 9001	2008	Frankfurt - Germany	Certificate		X		X	X	X	X
Presentation, moderation and time management	2008	Frankfurt - Germany	Certificate of Attendance	X	X			X	X	X
Prince2 - Foundation	2011	Stuttgart - Germany	Certificate	X				X	X	X
MS Power Point - Delta Workshop	2009	Frankfurt - Germany	Certificate of Attendance					X	X	X
Business Process Modelling with ARIS	2007	Frankfurt - Germany	Certificate of Attendance		X			X	X	X
International Gate Agent	2006	Düsseldorf - Germany	Certificate						X	
ICAO/IATA Dangerous Good Regulations Category 9 for passenger handling staff	2006	Düsseldorf - Germany	Certificate						X	
MS Visual Basic	2000	Quito - Ecuador	Certificate of Attendance							X



PROJECT MATRIX

	Business Strategy	Transaction Strategy	IT Strategy	Project Management	Quality Management	Vendor Management	Business Analysis	Business Process Management	Negotiation / Due Di.	Crisis Management	Training Management	German	English	Spanish
Consulting														
Logica Deutschland GmbH & Co. KG (DE, UK, NL, CZ, IN)	X			X	X	X	X	X		X	X	X	X	X
CGI Germany Ltd. & Co. KG (DE, ES, IN)			X	X	X		X	X	X	X	X	X	X	X
Ayerve & Company (DE, EC)	X		X	X	X	X	X	X	X	X	X	X	X	X
Financial Services														
Deutsche Bank (DE, UK, NL, IN, ES, CZ)		X	X	X		X	X	X		X	X	X	X	X
Commerzbank (DE)		X	X	X	X			X				X	X	
Barclaycard (DE, UK, IN, CZ)	X			X		X	X	X	X	X		X	X	
Transport & Logistics (Aviation)														
Fraport AG (DE)	X			X	X			X			X	X	X	
Hannover Airport GmbH (DE)	X			X	X			X			X	X	X	
Lima Airport (PE)	X			X	X			X					X	X
Antalya Airport (TÜ)	X			X	X			X					X	
Fraport Security Services GmbH (DE)	X			X	X			X			X	X	X	
Fraport Cargo Services GmbH (DE)	X			X	X			X			X	X	X	
Swissport Airport Services GmbH (DE)				X		X		X				X	X	
Public Services (Government)														
Town Hall of Munich (DE)			X	X				X				X		