

Andreas Wuensch

Freelance Project Manager and IT Consultant
Graduate Degree in Business Administration



- **Executive Summary**

Committed Project Manager with extensive expertise in managing, coordinating, and organizing projects in an international environment. Well-versed in process analysis and design for parameterization of Oracle EnterpriseOne/World. Forward-thinking professional with strong interpersonal and communication skills, familiar with working in changing interdisciplinary teams at customer sites. Offering a high degree of determination and reliability accompanied by flexibility, resilience, and perseverance. Equipped with analytical skills and a methodical, meticulous approach.

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CURRICULUM VITAE

PERSONAL INFORMATION

Date and place of birth 27 June 1962, Frankfurt am Main, Germany
Nationality German
LinkedIn www.linkedin.com/in/andreas-wuensch-itconsulting

AREAS OF EXPERTISE

Project Management, Leadership, PMO Management, Organizational Support, IT Services, IT Consulting, ERP Implementing, Process Analysis, GAP Analysis, Troubleshooting, Oracle EnterpriseOne/World, Management Consulting, Interdisciplinary Teams, Virtual Teams, Logistics, PRINCE 2, ITIL V3, SCRUM, Go-Live, Work Arounds, Agile Methods

PROFESSIONAL EXPERIENCE

05/2013 – ongoing

Project Manager and IT Consultant

Freelance, Frankfurt am Main in Germany

- Managing projects, sub-projects, and PMOs as well as providing organizational support
- Surveying and analyzing processes and gaps for upgrades and new implementations
- Supporting before and during the test phase (description of test scenarios, execution of tests, acceptance)
- Performing global migrations (Infrastructure, user, software)
- Creating technical and IT concepts to describe software modifications and additional programming
- Supporting before, during and after go-live (implementation, process adjustments, troubleshooting and analysis, troubleshooting during live operation, description/implementation of work arounds to ensure day-to-day operations)

Projects:

- Please refer to the detailed List of Projects

01/2009 – 04/2013

Senior Consultant | Service Delivery Manager | Project Manager

Atos Information Technology GmbH, Frankfurt am Main in Germany

- Sector: IT Services and Outsourcing

Projects:

- Please refer to the detailed List of Projects

01/2000 – 12/2008

Senior Consultant | Oracle EnterpriseOne/World

Pyxis Consulting Group GmbH, Mainaschaff in Germany

- Please refer to the detailed List of Projects

04/1999 – 12/1999

Consultant | Oracle EnterpriseOne

Schmücker und Partner GmbH, Frankfurt am Main in Germany

- Please refer to the detailed List of Projects

01/1991 – 03/1999

Logistics Planning Manager

Möbel Walther AG, Gründau-Lieblos in Germany

- Please refer to the detailed List of Projects

EDUCATION

04/1987 – 12/1990

Graduate Degree in Business Administration (Diplom-Kaufmann, Grade: 2.3)

Goethe-Universität, Frankfurt am Main in Germany

10/1983 – 03/1987

Studies in Industrial Engineering

Technical University of Darmstadt, Darmstadt in Germany

CONTINUING EDUCATION

07/2010 – 07/2010

Project Management Professional (PMP) | Certified by PMI

08/2007 – 08/2007

PRINCE2 Foundation

11/2008 – 11/2008

ITIL V3 Foundation

12/2014 – 12/2014

SCRUM Fundamentals Certificate

ADDITIONAL SKILLS AND QUALIFICATION

Languages

German, native speaker

English, business fluent

French, basic knowledge written and spoken

Computer skills

Operating systems: O/S 400, Microsoft

ERP systems: Oracle Enterprise One/World

IT Service Management: ITIL V3

Databases: DB 400, Access

Project management software: Microsoft Project

Office software: Microsoft Office (Word, Excel, PowerPoint, Outlook, Visio),
Lotus Notes

Tools: SQL, SDM 12 (call handling and ticket system), Dashworks (scheduling tool
for large scale migrations. Provider: Juriba), Jira, Confluence, ServiceNow, XML, XSD



Andreas Wuensch

LIST OF PROJECTS

12/2023 – today

Senior Consultant

“Introducing “Oracle EnterpriseOne” (Partially in parallel to the project “Move the virtual platform from physical data center to cloud”)

- Client: Online Pharmacy | Industry: Pharmaceutical Industry
- **Project: Introducing “Oracle EnterpriseOne” for an online pharmacy, based in Switzerland**
 - Evaluating processes in the purchasing department including interfaces to financial management, logistics and sales
 - Mapping processes in the ERP software (i.e., parameterization of programs, menu customization) and delivery to the client
 - Performing GAP analysis
 - Documenting requirements, processes, and GAPs as input for the migration to Oracle EnterpriseOne
 - Raising change requests in case requirements cannot be managed with standard functionality in Oracle EnterpriseOne
 - Conducting operational training for key and end users (purchasing, sales, logistics)
 - Running functional testing and bug fixing
 - Coordinating and running tests for data migration from the legacy system
 - Acting as first contact for key users during testing
 - Reporting (progress, risk, open task, etc.)
 - Go Live Support after using the new system in production
 - Implementation of optimized processes after go live with the new version
- Technologies applied: MS Office, SQL, Oracle EnterpriseOne, Jira

11/2023 – 04/2025

Migration Manager

“Move the virtual platform from physical data center to cloud”

- Client: German Bank | Industry: Banking
- **Project: Replacement of a virtual platform and establishing a solution in the cloud. Move all users (45.000) onto the new solution**
 - Documenting the end-to-end migration process, including the introduction of adjustments and implementation of process improvements
 - Organizing the implementation of a specific scheduling tool to manage the end user migration to the new platform, in coordination with the internal engineering department and the external provider of the tool in an agile approach
 - Conducting training for global team members to use the scheduling tool
 - Managing data of the migration related information (User, software, hardware) needed within the scheduling tool (identification of data sources, generation of data collection and automated daily data feed into the tool)
 - Defining and adjusting the end user communication
 - Supporting the local coordinators to perform the migration (e.g., scheduling migrations, coordination of support by global teams, support to solve issues occurred during migration, handling of escalations, etc.)
 - Supporting the planning of decommissioning
 -

- the old infrastructure (server, network equipment) in the regional data centers
- Reporting (progress, risk, open task, etc.)
- Technologies applied: MS Office, various bank internal reporting and desktop administration tools, Dashworks, Jira, Confluence, ServiceNow

01/2023 – 08/2023

Senior Consultant

“Replacement of the platform and the data structures for all files of a system collecting financial data”

- Client: Service provider for financial data | Industry: Financial industry
- **Project: Replacement of a platform collecting financial and regulatory data, delivered by the customers (Banks, Funds, Intermediaries). After collection and refinement/enrichment of the data provide them to the market (share values, prices, fund shares, risk classes etc.)**
 - Optimization of the onboarding process for the customers to the new infrastructure and documentation in confluence
 - Onboarding of the customers and validation of the process in alignment with the clients
 - Check the data delivered by the customers (XML structure, content), whenever need performance of an error analysis
 - Creation of MS Access queries to perform data analysis
 - Definition of a new process to onboard new intermediaries
 - Definition of the process to validate data files provided by intermediaries
 - Definition of epics, user stories and test sets for the management of intermediaries in Jira
 - Managing customer requests via Jira service desk
- Technologies applied: MS Office, various customer internal administration tools, Jira, Confluence, Jenkins, XML, XSD, Notepad++

05/2020 – 10/2022

Project Manager

“Global Migration of Infrastructures”

- Client: German Bank | Industry: Banking
- **Project: Managing parts of a global harmonization project to renew the infrastructure (providing a platform and migrating approx. 80,000 users on virtual devices) of a globally acting German bank**
 - Working on the RFP to select a new vendor for the delivery of the infrastructure and the related service
 - Managing various “Proof of Concepts” to evaluate different possible solutions to provide virtual devices within the new hyperconverged infrastructure
 - Defining the end-to-end migration process in coordination with the internal teams and the external provider
 - Documenting the end-to-end migration process, including the introduction of adjustments and implementation of process improvements
 - Organizing the implementation of a specific scheduling tool to manage the end user migration to the new platform, in coordination with the internal engineering department and the external provider of the tool in an agile approach
 - Conducting training for global team members to use the scheduling tool

- Managing data of the migration related information (User, software, hardware) needed within the scheduling tool (identification of data sources, generation of data collection and automated daily data feed into the tool)
- Defining and adjusting the end user communication
- Supporting the local coordinators to perform the migration (e.g., scheduling migrations, coordination of support by global teams, support to solve issues occurred during migration, handling of escalations, etc.)
- Supporting the planning and implementation of the global infrastructure (server, network equipment) in 5 global and 2 regional data centers
- Supporting the planning and decommissioning of the old infrastructure (server, network equipment) in 5 global and 2 regional data centers
- Reporting (progress, risk, open task, etc.)
 - Technologies applied: MS Office, various bank internal reporting and desktop administration tools, Dashworks, Jira, Confluence, ServiceNow

02/2019 – 04/2020

Senior Consultant

“Introducing “Oracle EnterpriseOne”

- Client: Online Pharmacy | Industry: Pharmaceutical Industry
- **Project: Introducing “Oracle EnterpriseOne” for an online pharmacy, based in Switzerland**
 - Evaluating processes in the purchasing department including interfaces to financial management, warehousing, and sales
 - Mapping processes in the ERP software (i.e., parameterization of programs, menu customization) and delivery to the client
 - Performing GAP analysis
 - Documenting requirements, processes, and GAPs as input for the migration to Oracle EnterpriseOne
 - Raising change requests in case requirements cannot be managed with standard functionality in Oracle EnterpriseOne
 - Conducting operational training for key and end users
 - Running function testing and bug fixing
 - Acting as first contact for key users during testing
 - Reporting (progress, risk, open task, etc.)
 - Technologies applied: MS Office, SQL, Oracle EnterpriseOne, Jira

04/2018 – 04/2020

Senior Consultant

“Oracle Enterprise World”

- Client: International Aviation Company | Industry: Aviation Industry
- **Project: Supporting users in all modules of the ERP system (Procurement, Logistics, Sales, Production, Finance) to guarantee a smooth day-to-day business as well as supporting in the planned migration to SAP for an international company in the aviation industry**
 - Providing individual reports and queries with tools of the ERP system based on requests by the different departments.
 - Supporting users in all kinds of questions regarding the operation of the live system (handling, adjustments, adding new features/functions)
 - Acting as a point of contact for key/end users in case of incidents in the daily business incl. solution development (SQL, process adjustment, modification implementation)

- Analyzing data as preparation for the migration to SAP
- Cleaning up data as preparation for the migration to SAP
- Working on tickets related to incidents occurring between the ERP system and different external sub systems (EDI interface, quality assurance, tracking systems)
- Managing users (adding, changing, deleting, permission handling)
- Documenting the master data processes in uPerform and participating in the design and test of the workflow for master data management in Matrix42 after the conversion to SAP support in the SAP MM master data team
- Ensuring the quality of the SAP MM data by performing ongoing checks of the content in the data files, especially the interfaces to SAP quality and material management
- Reporting (progress, risk, open task, etc.)
- Technologies applied: MS Office, SAP, Oracle Enterprise World, World Writer, SQL, Querytools, Matrix42 (tool to handle tickets), uPerform

11/2017 – 03/2018

Project Manager

“Global migration from “Lotus Notes” to “Microsoft Outlook””

- Client: German Bank | Industry: Banking
- **Project: Initiating parts of the global migration from “Lotus Notes” to “Microsoft Outlook” (incl. mobile devices) for approx. additional 2,000 users of a globally acting German bank**
 - Defining the end-to-end migration process in coordination with the external provider
 - Analyzing and implementing process improvements
 - Implementing processes to track the project impact for the global service desk (multiple external service providers affected) incl. handling of project specific tasks and issues
 - Implementing, testing, and improving a specific scheduling tool to manage the end user migration date
 - Defining and adjusting the end user communication
 - Supporting the local coordinators to perform the migration (e.g., scheduling migrations, coordination of support by global teams, support to solve issues occurred during migration, handling of escalations, etc.)
 - Reporting (progress, risk, open task, etc.)
 - Technologies applied: MS Office, various bank internal reporting and desktop administration tools, Dashworks, ServiceNow

02/2017 – 10/2017

Project Manager

“Global Migration from “Microsoft Office 2007” to “Microsoft Office 2013””

- Client: German Bank | Industry: Banking
- **Project: Initiating parts of the global migration from “Microsoft Office 2007” to “Microsoft Office 2013” for approx. 160,000 devices for a globally acting German bank**
 - Defining the end-to-end migration process in coordination with the internal engineering department
 - Documenting the end-to-end migration process, including the introduction of adjustments and implementation of process improvements
 - Implementing, testing, and improving a specific scheduling tool to manage the end user migration in coordination with the internal engineering department and the external provider of the tool
 - Conducting training for global team members to use the scheduling tool
 - Managing data of the migration related information (user, software, hardware) needed within the scheduling tool (identification of data sources, generation of data collection and automated daily data feed into the tool)
 - Defining and adjusting the end user communication
 - Supporting the local coordinators to perform the migration (e.g., scheduling migrations, coordination of support by global teams, support to solve issues occurred during migration, handling of escalations, etc.)
 - Reporting (progress, risk, open task, etc.)
 - Technologies applied: MS Office, various bank internal reporting and desktop administration tools, Dashworks, ServiceNow

02/2016 – 01/2017

Project Manager

“Global Migration from “Lotus Notes” to “Microsoft Outlook””

- Client: German Bank | Industry: Banking
- **Project: Managing parts of the global migration from “Lotus Notes” to “Microsoft Outlook” (incl. mobile devices) for approx. additional 50,000 users of a globally acting German bank**
 - Defining the end-to-end migration process in coordination with the external provider
 - Analyzing and implementing process improvements
 - Implementing processes to track the project impact for the global service desk (multiple external service providers affected) incl. handling of project specific tasks and issues
 - Implementing, testing, and improving a specific scheduling tool to manage the end user migration date
 - Defining and adjusting the end user communication
 - Supporting the local coordinators to perform the migration (e.g., scheduling migrations, coordination of support by global teams, support to solve issues occurred during migration, handling of escalations, etc.)
 - Reporting (progress, risk, open task, etc.)
- Technologies applied: MS Office, various bank internal reporting and desktop administration tools, Dashworks, ServiceNow

10/2015 – 01/2016

Project Manager

“Initiating the Global Migration from “Windows 7” to “Windows 10””

- Client: German Bank | Industry: Banking
- **Project: Managing the initiation of parts of the global migration from “Windows 7” to “Windows 10” for approx. 160,000 devices for a globally acting German bank**
 - Defining the end-to-end migration process in coordination with the internal engineering department
 - Beginning the implementation of a specific scheduling tool to manage the end user migration in coordination with the internal engineering department and the external provider of the tool
 - Managing data of the migration related information (user, software, hardware) needed within the scheduling tool (identification of data sources, generation of data collection and automated daily data feed into the tool)
 - Defining the end user communication
 - Reporting (progress, risk, open task, etc.)
- Technologies applied: MS Office, various bank internal reporting and desktop administration tools, Dashworks

05/2014 – 09/2015

Project Manager

“Global Migration from “Lotus Notes” to “Microsoft Outlook””

- Client: German Bank | Industry: Banking
- **Project: Managing parts of the global migration from “Lotus Notes” to “Microsoft Outlook” (incl. mobile devices) for approx. 60,000 mailboxes in scope for a globally acting German bank**
 - Defining the end-to-end migration process in coordination with the external provider team
 - Analyzing and implementing process improvements
 - Implementing processes to track the impact for the global service desk (multiple external service providers affected) incl. handling project specific tasks and issues
 - Implementing, testing, and improving a specific scheduling tool to manage the end user migration date
 - Defining and adjusting the end user communication
 - Supporting the local coordinators to perform the migration (e.g., scheduling migrations, coordination of support by global teams, handling of escalations, etc.)
 - Reporting (progress, risk, open task, etc.)
- Technologies applied: MS Office, various bank internal reporting and desktop administration tools, Dashworks, ServiceNow

05/2013 – 05/2014

Project Manager

“Migrating “XP” to “Win7””

- Client: German Bank | Industry: Banking
- **Project: Managing the migration of “XP” to “Win7” for Luxemburg, Switzerland, Channel Islands, Mauritius, and Cayman (approx. 2,500 systems) for a globally acting German bank**
 - Generating reports for global project management
 - Analyzing and implementing process improvements
 - Acting as central point of contact for the local coordinators and internal staff in any case of quality deviation or escalation
 - Supporting the local coordinators to perform the migration (e.g., coordination of support by global teams, support to acquire additional resources/budget)
- Technologies applied: MS Office, various bank internal reporting and desktop administration tools

07/2012 – 04/2013

Coordinator and Escalation Manager

“Roll-out of VoIP Telephones”

- Client: German Bank | Industry: Banking
- **Project: Coordinating and managing the roll-out of over 50,000 VoIP telephones in Germany and Luxembourg for a globally acting German bank**
 - Recruiting external staff
 - Accounting service for subcontractors
 - Acting as central point of contact for clients, subcontractors, and internal staff in any case of quality deviation or escalation
 - Developing change orders and service extension agreements
 - Sorting out deviations from deliverables or budgets contracted with the client as well as with the subcontractors

- Analyzing and implementing process improvements
- Technologies applied: MS Office, Notes, Access

04/2012 – 06/2012

Project Manager

“Introducing “Oracle Enterprise World””

- Client: Wholesaler of Electrical Equipment for Power and Transport | Industry: Power and Transport
- **Project: Introducing “Oracle Enterprise World” for a wholesaler of electrical equipment for power and transport, based in Switzerland**
 - Evaluating processes in purchasing, sales, and warehousing, including interfaces to financial management
 - Mapping processes in the ERP software (i.e., parameterization of programs, menu customization) and delivery to the client
 - Conducting operational training for key and end users
 - Running function testing and bug fixing
 - Coordinating and running tests for data migration from the legacy system
 - Acting as first contact for key users during testing
 - Producing ERP tool based, customized reports, and queries according to business department specifications
 - Providing after-go-live user support in Purchasing, Sales, and Warehousing (system handling, modifications, and extensions)
- Technologies applied: MS Office, SQL, Oracle Enterprise World, World Writer

01/2012 – 06/2012

Project Manager

“Introducing a Procurement Portal”

- Client: German Bank | Industry: Banking
- **Project: Introducing a procurement portal for a German bank**
 - Aligning internal business processes (such as the approval workflow) in preparing the introduction of a procurement portal solution
 - Coordinating setup activities for the portal and the product catalog with the client and the business departments
 - Running function testing and bug fixing
 - Acting as first contact for key users during testing
- Technologies applied: MS Office, USC (Universal Service Catalogue)

10/2010 – 06/2012

Project Manager

“Installing Servers and Databases”

- Client: Client in Tourism Industry | Industry: Tourism
- **Project: Managing the installation of servers and databases for a client in the tourism industry**
 - Supporting and coordinating the preparation of offers addressing customer requests
 - Organizing correct delivery (physical/virtual servers for Unix/Windows, DB2 databases, Websphere clusters, Tomcat/Apache webserver) after the customer has ordered. Correspondingly coordinating the different operational teams (virtualization, server, database, operating system, Websphere, firewall and network administrators)
 - Monitoring and accounting service levels for the deliverables
 - Leading subprojects to manage the clients' operational teams in case of infrastructural modifications
 - Tracking open calls in the ticket system and monitoring their processing by coordinating the responsible operational teams
 - Acting as central point of contact for the client's representative in any case of delayed or incorrect delivery, or of additional demands or special requirements
 - Technologies applied: MS Office, SDM 12 (ticket system), Artemis (PM software)

08/2011 – 03/2012

Project Manager

“Separating a Subsidiary's Network from the Internal Network of its Parent Company”

- Client: German Bank | Industry: Banking
- **Project: Managing the separation of a subsidiary's network from the internal network of its parent company, a German bank**
 - Developing and continuously updating the project plan for infrastructure, servers, networks, and the migration of Outlook
 - Establishing the internal team
 - Coordinating project activities with the client's cooperation services
 - Acting as central point of contact for the client's line or project staff for every project-related issue
 - Escalating technical matters to internal or next higher committees
 - Supporting the migration of computers, users, and outlook accounts; tracking, monitoring, and solving errors occurring during migration
 - Creating project reports as well as accounting documents on the delivery of service levels contractually agreed
 - Technologies applied: MS Office, MS Project

01/2009 – 12/2011

Service Delivery Manager

“Delivering International 7x24 Hour Services”

- Client: Provider of Water Supply/Water Processing Technologies | Industry: Water Supply/Water Processing Technologies
- **Project: Managing the delivery of international 7x24 hour services for a provider of water supply/water processing technologies, based in Switzerland**
 - Controlling SLAs and managing deviations from the deliverables contracted
 - Initiating and coordinating process improvements to avoid degradation of the services defined
 - Monitoring quality across the different departments. The services for Europe, Asia and North America were rendered by the teams in France, Switzerland, and India
 - Acting as the client's contact in any issue needing escalation
 - Supporting and coordinating preparation of offers addressing customers change requests
 - Tracking open calls in the ticket system and monitoring their processing by coordinating the responsible operational teams
 - Planning and controlling budgets and delivery
 - Technologies applied: MS Office, SDM 12 (ticket system)

04/1999 – 12/2008

Consultant/Senior Consultant

“Consulting Regarding “Oracle EnterpriseOne/World””

- Client: Clients in a Wide Variety of Industries and Countries in Europe | Industry: Various Industries
- **Project: Providing management consulting, working for several consultancy companies and for clients in a wide variety of industries and countries in Europe**
 - Industries:
 - Automotive (15 months)
 - Construction supplies (10 months)
 - Office communications (20 months)
 - Producer of HiFi equipment (12 months)
 - Producer of medical equipment (10 months)
 - Wholesaler for electrical equipment (12 months)
 - Clothing industry (15 months)
 - Petroleum industry (24 months)
 - Machine engineering (8 months)
 - Food industry (10 months)
 - Preparing and organizing pre-sales presentations for potential new clients
 - Evaluating processes in Purchasing, Sales, and Warehousing, including interfaces to financial management
 - Mapping processes in the ERP software (i.e., parameterization of programs, menu customization) and delivery to the client
 - Conducting operational training for key and end users
 - Running tests and fixing bugs to ensure correct operation after data migration from the legacy system
 - Managing and testing data migration from the legacy system
 - Setting up and training end users to enable them to make the obligatory monthly intrastat declaration
 - Acting as first contact for key users during testing

- Producing ERP tool-based, customized reports and queries according to business department's specifications
- Providing after-go-live user support in purchasing, sales, and warehousing (system handling, modifications, and extensions)
- Acting as first contact for the client's users and providing solutions for all usability issues in daily business (SQL, usability modifications, system modifications, programming etc.)
- Technologies applied: MS Office, Oracle EnterpriseOne/World, World Writer, SQL, Querytools

01/1991 – 03/1999

Logistics Planner and Team Lead

"Logistics Planning"

- Client: Furniture Retailer | Industry: Logistics
- **Project: Planning Logistics for a furniture retailer**
 - Planning layouts of logistics/storage centers (more than 15 sites in Germany)
 - Setting up design specifications for the architect concerning transport flows and the related building structure
 - Organizing the invitation to tender and procure rack systems and narrow-aisle trucks
 - Determining technical details for trucks and rack systems
 - Setting up the time schedule and coordinating logistics during the construction phase
 - Planning, implementing, and monitoring a system for the reduction of stock levels
 - Planning, implementing, and monitoring a system for the bonus-driven calculation of payments to the teams of the fleet delivering furniture
 - Holding project responsibility for the design of a new inventory management module as part of the introduction of a new ERP system
- Technologies applied: MS Office, Diadem