

Hangstraße 19, 35216 Biedenkopf

+49 160 92340432 | wolfgang.kuhl@icc-con.de

Born 1966, married, 2 children

www.icc-con.de



My Offer

- IT-lead and IT project management for SME or subsidiaries with similar structure and size
- Coaching of IT-leads and IT project managers
- I work at your site and / or from my home office

Availability

September 2023, please also check my website www.icc-con.de for updates

Profile

IT-Manager with long-term experience in industry and pharma. My main topics are business line- and project management, IT strategy and digital transformation. 20 years in management positions have been dedicated to development and empowerment of employees. I am an experienced and fair dealmaker. I am familiar with ISO 9001, ISO 20000, ISO 27001, ISO 50600, GAMP, GxP.

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Steuernummer: DE324598132

Tel 06461 983 220

Fax 06461 983 221

Mobil 0160 9234 0432

wolfgang.kuhl@icc-con.de

VR Bank Lahn Dill

IBAN DE02517624340014218904

BIC GENODE51BIK

Job Experience

FREELANCE CONSULTANT ON BEHALF OF VARIOUS CONSULTING FIRMS | SINCE 2019

- Acent (acent.de): IT Interim Management, IT Strategie -und Organisationsberatung
- kawikani (kawikani.eu): Advisory Digital Infrastructure, Schwerpunkt Datacenter
- agens.digital (agens.digital): Digital Maturity Assessments in der IT
- Alphasights (www.alphasights.com): IT Expert Pharma Sites
- icc-con (www.icc-con.de): Coaching, Supervision

PROJEKT TURNAROUND | GLOBALG.A.P. | OKTOBER 2022 – JUNI 2023

- Root cause analysis of the current issues
- Identification of corrective actions
- Setting up of a continuous improvement (CI) roadmap
- Definition and establishment of processes for software specifications, project documentation, software testing and change management in the context of the CI
- Introduction of standardized project structures like steering committee, project team, task tracking, risk management, time management.
- At the same time take over of the project lead to
 - a) Implement above mentioned measures
 - b) Assure project progress
- Selection and training of project assistant to assure routine workflows in project management.
- Closing report and hand over of project lead back to the client

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SERVICE DELIVERY MANAGER EMEA | DORMAKABA DEUTSCHLAND GMBH | MARCH 2022 – AUGUST 2022

- Leadership of EMEA IT Service Delivery department, 6 international teams, 50 employees
- Maintain high performing service support functions including IT Service Desk, Desktop Support and VIP Support and foster its usage in business
- Oversee Incident, Request, Change and Escalation processes in the area of responsibility, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required
- Support escalation process and take ownership of major incidents and coordination of resolving parties, effective communication to stakeholders and post incident review
- Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed
- Establish regular communication with the relevant stakeholders on IT Service Delivery performance
- Lead “continental” team managers to continually improve the end-user computing environment and user facing services
- Work with internal and third-party teams to ensure actions are taken and completed to protect and improve services
- Drive internal and third-party service review meetings covering performance, service improvements, quality and processes. Control and enable 3rd party providers
- Drive organizational global changes within the area of accountability and transform teams to a follow-the-sun organization

CONSULTING IT STRATEGY / IT COMPLIANCE (ISO 13485) | MEDI GMBH & CO. KG | JANUAR 2022 – MÄRZ 2022

- Participation in the development of the new IT strategy
- Consulting on ISO 13485 and MDSAP audit
- Coaching of employees in new functions

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INTERIM HEAD OF IT APPLICATIONS | MEDI GMBH & CO. KG | JUNI 2021 – DEZEMBER 2021

- Management of two teams with a total of 25 employees
- Main focus: ERP (Infor), MES (Java in-house development), development of web applications based on .NET, PHP, React, Symfony, TYPO3, Azure
- Analysis and evaluation of the current situation
- Development and implementation of a concrete action plan in coordination with the CIO
- Development of the basis for the ERP operating concept (Infor LN / Infor OS)
- Alignment of IT with the implementation of ISO 13485
- Establishment of processes for computer system validation according to GAMP5
- Recruiting and onboarding of new employees
- Consulting on higher-level strategic topics such as EAM, IT Sec., organizational development

HEAD OF INFRASTRUCTURE AND OPERATIONS | UNION TANK ECKSTEIN GMBH & CO. KG | OCTOBER 2019 – MARCH 2021

- Responsibility for 40 employees with 5 managers
- Ensure robust and reliable system operation of infrastructure and applications (IBM iSeries, DB2, Domino, Extreme Networks, Fujitsu, VMware, Jira, Confluence)
- Further development of IT Service Management (Jira Service Desk), IT Security (Check Point, Kaspersky, Proofpoint) and IT Resilience
- Planning and control of operational expenses (OpEx and CapEx)
- IT integration into the group infrastructure
- Support for migration and transition to new solutions and new interfaces, data migration, retirement of legacy systems
- Work closely with Head of Applications and Head of Data Platform in developing operating models for new IT systems: cloud-based solutions, DevOps, APIs, etc.
- Initiate and implement recruiting measures
- Development of a "talent strategy" in cooperation with CIO and HR

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- Projects under the mandate (selection):
 - Migration from IBM Notes to Office 365
 - Development of an application platform based on Azure Kubernetes Services
 - Integration of network infrastructure into the IT of the parent company (Cisco)
 - Windows 10 rollout

CIO / LEADER PRODUCT LINE | PHARMASERV | APRIL 2001 – JUNE 2019

- Responsible for business IT Pharmaserv as well as sales and marketing of managed services
- Plan, build and run of data centers, ERP (SAP R/3, Navision), CRM (MS Dynamics), CAFM (speedikon FM), CAD (Microstation, ACAD), CMS (TYPO3), BI (Cognos, TM1), VoIP (Cisco, Innovaphone, Alcatel), UC (Caseris), ACD (Sikom), CTI (ANDTEK), EAI (Lobster, Sonic ESB), LAN, WAN (Cisco, Nortel Networks), archiving (IXOS, Easy Software), workflow (Easy Software), security (Fortinet, Cisco, Kaspersky), billing for energy and telecommunications, logistics (Navision, SAP), web shop (Shopware)

Management responsibilities:

2 Mill € budget responsibility for internal IT | 4 Mill € revenue | 35 employees, 5 team leads included | member of management board

Milestones:

- Business Re-Engineering Pharmaserv | 6 Workstreams | 1,3 Mill €
- Efficiency enhancement program IT department | SWAT | process improvement
- Establishment of team Business Process Support | Introduction Business Analyst | Business Alignment
- Construction datacenter | 300 m² | geothermal energy | certification | 2,7 Mill €
- Building of VoIP infrastructure | 6.000 extensions | 1,8 Mill €
- Migration from SAP to MS Navision | 200 users | 0,8 Mill €
- Development of IT sales & marketing | market research | acquisition of new customers | business cases
- Establishment of IT product management | portfolio management | calculation

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IT ENGINEER / PROJECT MANAGER | INFRASERV | JANUARY 1998 – MARCH 2001

- Administrator firewall, network and e-mail
- Plan, build, and run projects

IT ENGINEER | RITTAL | OCTOBER 1995 – DECEMBER 1997

- Project planning and implementation of CRM system
- Consulting and training of internal sales team and 45 sales reps

SOFTWARE DEVELOPMENT | DESK | JUNE 1994 – OCTOBER 1995

- Development of business software for medical care sector
- Team lead software development

SOFTWARE DEVELOPMENT | SOFTWARE ENGINEERING KUHL | MAY 1993 – JUNE 1994

- Development of controller software and database applications for Mainkraftwerke AG

Qualifications



Education

TA-CONSULTANT (IN EDUCATION) | 2018-2021 | PROFESSIO

- Organizational development

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- Change management (advanced TA Training according to EATA)

| 2011-2013 | TECHNISCHE HOCHSCHULE MITTELHESSEN

- MBA Business Engineering

BUSINESS ENGLISH CERTIFICATE HIGHER | 2012-2013 | PROVADIS

- Cambridge ESOL Level 3 Certificate

MCSE NT 4.0 | 1999 | MICROSOFT / PROMETRIC

- a. o. TCP/IP, Windows NT Server 4.0, Exchange 5.5

DIPL. ING. | 1987-1993 | FACHHOCHSCHULE GIESSEN FRIEDBERG

- Electrical Engineering / Information Technology

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