

Curriculum Vitae

Lutz Große

Gröbaer Str. 14
04610 Wintersdorf
Germany

Phone +49 172 4610579

E-mail Lutz.Grosse@L-Grosse.de



Main focus of my experience

Business analysis
System analysis
Modelling
Specification
Database design
Department management
Project management
IT service management
Requirements management and engineering
Programming

Skills

Telecommunication
Customer Care and Billing System for telecommunication carriers and providers
IT System landscape and architecture in the telecommunication
Telecom Expense Management for high street banks
Configuration Management for VoIP in high street banks
Enterprise resource planning (ERP) for retail and wholesale businesses
Financial and cost accounting; Controlling
Information security

Year of birth 1958

Professional experience since 1975

Languages German, English

Qualification

- 1995-1996 Bachelor of business administration
- Praktischer Betriebswirt -
(Wirtschaftsakademie Bremen / 3 semesters)
- 1985-1991 Master of Engineering Cybernetics/Automation
- Diplom-Ingenieur Kybernetik/Automatisierungstechnik -
(TU Chemnitz / 12 semesters / Degree graduate with honours (Diplom mit Auszeichnung))
- 1981-1984 Engineer for Information Processing
- Ingenieur für Informationsverarbeitung -
(FH Görlitz / 6 semesters)
- 1975-1978 IT specialist
- Facharbeiter für Datenverarbeitung -
(DVZ Gera / 3 years)

Further training

- 2011 SOA in practice (Josuttis)
- 2011 UML with Rational Rose (Telekom)
- 2011 Customer loyalty (Kenzelmann)
- 2010 TML, GML and Configuration of Billit
- 2010 Lector (Evangelical Church)
- 2010 ITIL V3 Foundation (MAXPERT)
- 2009 Presentation training: Good presentation and lecture
- 2009 Rhetoric: Communication techniques and principles
- 2009 SAP ABAP (BC 400 / 5 days)
- 2008-2009 Pastoral care (Evangelical Church)
- 2008 Process organisation (Fischermanns/Liebelt)
- 2008 Analysis pattern and architectural style
- 2008 Requirements engineering and management (Ebert)
- 2008 UML (3 days)
- 2007 PRINCE 2 Foundation (certificaat nr 0012)
- 2001 Requirements analysis (IIA / 3 days)
- 1998 SQL (Oracle / 5 days)
- 1997 Project management (IfW Uni Bremen / 48 hours)
- 1996 EDI / EDIFACT (Seeburger)
- 1996 C++ (TH Bremen / 5 days)
- 1995 OO Analysis and design (UML)
- 1994 Personnel management (Richter)
- 1991 SNA (IBM / 4 weeks)

Project and professional experience

- 2011 System and business analysis for the mobile customer care system of Telekom Deutschland GmbH
- Analysis of impacts of new demands on existing systems
 - Project Jocci (Joining of customer bases of mobile and landline systems)
 - Documentation of database design of the resource management (SIM and MSISDN)
 - Systems
 - Carmen Customer Care
 - Resource Management (SIM, MSISDN)
 - Tools
 - Rational Rose
 - Careka
 - Rational ClearCase
 - Sybase Power Designer
 - Standards, Paradigms
 - UML
 - SOA
- 2010 Senior Software Engineer
Configuration of Billit at Swiss Post Solutions
- Elicitation and analysis of customer requirements
 - Intercarrier billing
 - Implementation of requirements in Billit (Customizing)
 - Database design
 - Implementation of tariff models in TML/GML
 - Design of necessary Webservice interfaces of Billit
 - Implementation of interfaces in GML
 - Implementation of interfaces as agreed upon with the customer
 - UNIX scripts
 - Specification and documentation
- 2010 Specification of the information security in the Volkswagen Zubehör GmbH Dreieich on basis of ISO 27002 and of the IT-Grundschutzkatalog
Edited chapters:
- External workers
 - Termination or alteration of employment
 - Information security incident management
 - Business Continuity Management
 - Compliance
 - Business and communication management

- 2009 Specification of a Configuration Management Data Base (CMDB) for the inventory for the IP telephony of the Deutsche Bank AG
Tasks:
- Analysis of the requirements from incident, problem and change management
 - Analysis of the inventory for IP telephony
 - Requirements management
 - Specification and database design
- 2007-2009 Implementation of a Telecom Expense Management (TEM) system in the Deutsche Bank group
Tasks:
- Business analysis in an international environment
 - Analysis of the inventory of the department VOICE
 - Business process analysis of the accounting processes
 - Incoming invoice posting
 - Adjustment posting input VAT (Special commercial aspects: consolidation/integrated company, reverse charge, “Bankenschlüssel”)
 - Cost centre posting / Rebilling corresponding to the billing reports
 - Creation and posting of outgoing invoices
 - Specification and database design of the master data
 - Legal Entities
 - Supplier Management
 - Countries
 - Locations
 - Sales tax indicators
 - Specification SAP Interface
 - Interfaces to other systems
 - Specification, documentation, database design
 - Project management
 - Coordination of the external software development
- 1997-2007 Development at Arcor AG & Co. KG (today Vodafone) in Eschborn (Frankfurt)
- Business analysis
 - Design (OO, UML and ER)
 - Programming
 - Documentation
 - Project management
 - Project planning
 - Requirements management
 - Third level support
 - Project language English
 - Realisation of numerous large and small projects
 - Project management and business analysis for requirements and projects

with effects on up to 20 IT systems. The analysis was realised in several departments. The development was realised in different departments and external companies.

Projects (excerpt):

1. Advancement and maintenance of the Customer Care and Billing Systems CCB 1.x
 - CCB System of Arcor until 1999
 - Developed by Mannesmann Datenverarbeitung (MDV) Ratingen/Düsseldorf (Billit)
 - Analysis, design and programming (C, Oracle) of change requests and problem notes
 - Development of a complete component for acquisition of subscribers of the Deutsche Bahn in CCB 1.x
2. Year 2000 test of the system CCB 1.x
 - Test under the direction of SQS
3. Evaluation of the parallel operation after implementation of the new Customer Care and Billing system
 - In 1999 the old CCB 1.x from MDV and the new CCB 2.0 from American Management Systems (AMS – Tapestry) operated parallel for a couple of months
 - The results and interim results of the billing processes had to be comparatively evaluated
 - Analysis of the data structures, tables and processes in both systems
 - Design and programming of the reports, programs (C), scripts (ksh) and SQL statements, needed for the comparative evaluation
 - Evaluation of the results in conjunction with the responsible department
4. Program for reporting of the internal tables in the shared memory in CCB 2.0
 - Analysis of the data structures and software (C++)
 - Design
 - Programming in C++ and make
5. Implementation of a starting credit in CCB 2.0
 - Starting credit has identical requirements as prepaid plans
 - Analysis of the accounting requirements
 - Design of the requirements in the invoice layout
 - Specification of the requirements in the CCB
6. Setup of a development environment
 - A development environment under HP-UX was necessary for the development of tools, workarounds etc. in the environment of CCB 2.0
 - Setup using GNU-C/C++, RCS/PVCS (version management), make/build and ksh
 - Administration of this environment
 - Later: Integration of this environment, including all developed software into CCB 2.0
7. Third level support for CCB 2.0 operation
 - Support of the production department in case of fatal or serious problems in the CCB 2.0 operation.
 - For example: Programming of an aim program (C++) for recovery of lost

- EWSD AMA CDRs (Call Detail Records of the Siemens telephone switch EWSD) in a nightly operation.
8. Module for the load and maintenance of tariff models of intercarriers “Bulk Data Loader” of CCB 2.0
 - Completely self developed
 - Module of CCB 2.0
 - Analysis in the departments for intercarrier relationships
 - Design
 - Project management
 - Programming (C++/Oracle-ESQL/client-server-model) in a small team
 - Since start-up it works in the daily operation without any problems
 9. Migration of CCB 2.0 to a 64 bit environment
 - HP-UX
 - Definition/assembling of the requirements (migration plan)
 - Creation of a list of symptoms, identifying change requirements in the CCB 2.0 software
 - Programming of scripts for partial automation of symptom identifying and simple software changes
 - List and scripts were the base of the actual migration
 - Project management
 10. Extension and maintenance of the CCB 2.0 ERP (Event Rating and Pricing) modules Collector, Formatter and Assembler
 - Implementation of new CDR sources and formats (Siemens, ItalTel (NGN), Alcatel (Centrex), Nortel, Lucent, Huawei) in CCB 2.0
 - Analysis of the formats, sources and the way to obtain the data
 - Negotiations with external providers of network components
 - Programming in C++
 - Maintenance of the FTAM and FTP libraries of the CCB 2.0
 11. Interface programs for the import and export of billing records from and to other carriers and providers
 - DTAG, Vodafone D2, Deutsche Bahn
 - Analysis of the data formats
 - Design and programming in the CCB 2.0 system
 12. Module for import of EDIFACT data of Deutsche Telekom AG (DTAG)
 - Analysis of the data formats (ELFE/EVA)
 - Design of the mapping of the EDIFACT Format in the CCB 2.0 Oracle database
 - Design of the EDIFACT parser
 - Project management
 - Programming (C++/Oracle-ESQL/ksh) of the parser in a small team
 - Design and programming of the communication software (X.400/UA-FI/SSL-Tunnel/AFD/ksh)
 - Operational concept
 - Since start-up it works in the daily operation without any problems
 13. Module for data provision to the print shop (ISIS Papyrus)
 - Analysis of the requirement
 - Analysis of ISIS Papyrus

- Design
 - Creation of IBM JCL Streams
 - Project management
 - Programming (C++/ESQL)
 - Configuration of ISIS Doc Exec
 - Operational concept
 - Since start-up it works in the daily operation without any problems
14. Modules for data provision for online invoices and the CD burn shop
- Analysis
 - Design
 - Programming (C++/ksh)
 - Operational concept
15. Several programs for data exchange between Arcor's CCB 2.0 and the Deutsche Bahn
- Analysis
 - Design
 - Programming (C++/ksh)
 - Programming of an RTF parser
 - Operational concepts
16. Implementation of Premium SMS
- MATERNA provides billing data records for billing of Premium SMS
 - Analysis of the complex billing process of Premium SMS
 - Requirements management and project planning
 - Project management
 - Design of the implementation in CCB 2.0
 - Programming in a team
17. Definition of a new CDR format für Premium-rate telephone number, Offline Billing and IVR
- 0900, MABEZ
 - Interactive Voice Response, voice dialog system, telephone navigation
 - Analysis of the necessary information from billing and network view
 - Detailed specification of the CDR format
18. Implementation of NGN (Next Generation Network) in CCB 2.0
- Workshops with Italtel for provision of necessary billing information and for definition of the CDR format
 - Design in CCB 2.0
 - Programming in C++
 - Support of the test operation
19. Analysis for implementation of Centrex in the CCB 2.0 billing system
- Alcatel
 - Analysis of the Alcatel system from billing perspective
 - Implementation was not possible at this time, because of missing Mobile Number Portability in the Alcatel system
20. Maintenance of the SAP interface of CCB 2.0
- Customer/debtor and outgoing invoice interfaces
 - Project management
 - Analysis of change requests

- Design of requested changes
 - Programming in C++
21. Implementation of new products for business clients
 - Several projects
 - Project management
 - Always under deadline pressure
 - Requirements to CCB and a lot of other IT systems
 22. Implementation of new downmarket products
 - Several projects
 - Project management
 - Always under deadline pressure
 - Requirements to CCB and a lot of other IT systems
 23. Change management
 - Requirements management
 - Coordination of multiple IT requirements within various IT systems
 - Project planning
 - Risk management
 - Effort and benefit estimation, Business Case
 24. Participant at an offshore outsourcing project
 - Infosys, India
 - Introductory training of the Indian colleagues regarding the development process
 - Presentation of CCB 2.0 modules to the Indian team
 - Function Point Analysis
 25. Maintenance of the CCB 2.0 ERP modules Mediation, Collector, Formatter, Assembler, diverse interfaces, module for the load and maintenance of tariff models of intercarriers and module for the import of EDIFACT data.
 26. Programming of a library for reading and creation of EWSD AMA CDRs. Writing of an EWSD AMA Parser and a EWSD AMA test data generator.

Technologies

- System: HP-UX
- Database: Oracle
- Programming languages: C++ (1999-2006), C (1997-1999), ksh, make, PL/SQL
- Libraries: STL, Rogue Wave, ORBIX, Embedded SQL
- Standards: POSIX, IPC, SQL, UML (Use Cases, Class- and Activity Diagrams), Petri Net, EDIFACT, ELFE, EVA, KDS/LDS, M3K, Siemens EWSD, Siemens EWSP, Siemens Hicom, ItalTel (NGN), Alcatel (Centrex), Nortel, Lucent, Healey
- Tools: gvim, vi, PVCS, RCS, SCCS, OCDE, build, Purify, Flex Lint, SQS, MS Office, MS Visio, Lotus Notes, DOC++, ISIS Papyrus, Maestro, Tivoli, UA-FI, Stunnel, AFD
- Network: TCP/IP, ftp, ftam, X.400, SSL, Siemens EWSD, Siemens EWSP, Siemens Hicom, ItalTel (NGN), Alcatel (Centrex), Nortel, Lucent, Huawei

1994-1997 Manager of the software development department at CDK GmbH in Bremen

- and
1991-1993
- Development of an ERP system for retail and wholesale, a cash desk software and a financial and cost accounting system
 - Details on demand
- 1993-1994 Development (Analysis, Design and Programming) at Dr. Materna GmbH Gera, a subsidiary of the software house MATERNA, Dortmund
- Details on demand
- 1978-1991 Work in the mainframe environment (ESER/IBM) at the Datenverarbeitungszentrum (DVZ) Gera
- Details on demand

Technical knowledge

Operating systems	1991-2011	MS Windows
	1990-2010	UNIX (HP-UX, Linux, SUN, SCO, SINIX)
	2005-2007	Mac OS X
	1975-1991	IBM mainframe operating systems (SVS, VM, SVM et al.)
Databases	1997-2011	Oracle
	1993-2009	MS Access
	1997	Paradox
	1991-1997	Sculpture
	1990-1994	Informix

Programming languages	1989-2011	SQL
	2010	Billit TML und GML
	1988-2010	Korn-Shell, Bourne-Shell, C-Shell and bash
	2009	ABAP (SAP)
	1996-2006	C++
	1990-1999	C
	1997	Delphi
	1991-1997	Sculpture 4GL
	1993-1994	Visual Basic
	1988-1991	PROLOG
	1982-1990	Pascal
	1975-1990	IBM-ASSEMBLER
	1975-1990	JCL
	1984-1987	JOGES, Job Net Control, OL
	1978-1985	PL/1
	1981-1984	Z80-Assembler
Standards and Paradigms		UML, SOA, ITIL V3, PRINCE 2, ISO 27002, IT-Grundschatz, SQL, OOA/OOD, ER Model, EDIFACT, ELFE, EVA, KDS/LDS, M3K, XML, POSIX, IPC, SEDAS, E/D/E, DATANORM, CIS
Tools		Rational Rose, Rational ClearCase, Sybase Power Designer, vi, gvim, make, SCCS, RCS, PVCS, build, OCDE, Purify, Flex Lint, SQS, MS Office, MS Visio, MS Project, MS OneNote, Lotus Notes, TSO, TKS, ISIS Papyrus, DOC++, Maestro, Tivoli, Enterprise Architect, UA-FI, Stunnel, AFD, ADONIS, ADOit
Network		TCP/IP, ISDN, SNA, Token Ring, ftp, ftam, uucp, rcp, ssh, X.400, SSL, Siemens EWSD, Siemens EWSP, Siemens Hicom, ItalTel (NGN), Alcatel (Centrex), Nortel, Lucent, Huawei
Libraries		STL, Rogue Wave, Orbix, Embedded SQL, C-ISAM