Curriculum vitae

Gerald Amrhein

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Soft Skills

- Flexibility in the acquisition of a wide range of tasks
- Empathy in dealing with people
- Communication skills in language and presentation
- Ability to abstract complex tasks
- Assertiveness

Qualifications and trainings

- BSI Grundschutzmethodik ISO27001
- Project Management Professional
- Supportingenieur Netzwerke
- Technik Informatiker (CDI)
- Study mechanical engineering
- Fachhochschulreife
- Ausbildung zum Werkzeugmacher (Gesellenbrief)

Sprachen

- German (native)
- Englisch (fluent)

Employment and project overview

My highest school-leaving qualification is the Fachhochschulreife.
Between secondary school and technical college, I trained as a toolmaker.
After 4 semesters of mechanical engineering, I went into IT.
I started with a one-year apprenticeship as a technical computer scientist (CDI), followed by further training as a network engineer, and always with a lot of personal commitment.

I have been learning new things all my life and hopefully that will never end.

I was employed for most of my professional life, and for a few years I worked as a freelance IT consultant.
I am not allowed to name my clients during my freelance work.
I am happy to provide information on request.

Support Engineer - Monitoring , PSI Software AG — 2016 - today

Development and operation of a monitoring system for decentralized, offline infrastructure in the KRITIS environment.

https://checkmk.com/de/produkt/case-studies/psi

This case study describes exactly my actual position. I am the designer and developer of the PSI Monitoring system. In this position i evaluate the needs for the future, corresponding on our own requirements to fulfil the service contracts with our customers.

Based on the special behaviours of the offline site infrastructure, this needs to be creative and have the abilities to compare and connect different techniques in the process to create a reliable product.

Setting up a monitoring system — 12/2012 – 01/2013

Implementation of a Nagios system for the monitoring of:

- Hardware Komponenten
- Windows Servern
- Linux Servern
- Vmware Hostsystemen und virtuellen Systemen
- Telefonanlage
- Infrastrukturkomponenten

Business Consultant 09/2011 – 12/2012

Consulting Services „ISO27001 nach IT-Grundschutz (BSI)“

- Analysis of requirements for the general decision to introduce a new service product
- Development of a virtual hospital to visualize the needs of management
- Dynamic PowerPoint presentation to illustrate critical elements
- Creation of adjusted network plans to illustrate the potential risks
- Comparison of a functional overview with a network plan
- Implementation of a virtual hospital in the GS tool
- Creating the individual elements from the virtual hospital
- Creating the physical and logical links
- Representation of the critical systems
- Evaluation of the protection requirement classes
- Carrying out an information security analysis for a pilot customer
- Actual assessment of the situation
- Presentation of the potential risks
- Presentation of the results to the customer
- Recommendation of a procedure to eliminate the risks
- Evaluation of processes and tools to optimize the workflow
- Advising my client on proactive management
- My client would like to expand its service portfolio to include proactive management and a management dashboard.

Based on my many years of experience with this client and very good contacts to their customers, I supported this project in defining the parameters as well as in the design of the presentation

Virtulisation 09/2011 – 12/2012

Conversion of a complex customer system from classic server and workstation technology to virtualization.

A 24/7 operation with a maximum recovery time of 2 hours is required!

- Analysis of the initial situation
- Development of 3 possible variants
  - 2 node clusters with shared storage and remote backup server (Veeam B&R) in second fire compartment (* target system)
  - 2 room clusters with Datacore storage virtualization
  - 2 single Vmware host systems with online replication of the virtual systems
- Procurement of the entire system

- Setup and commissioning
- Installation of the hardware
- Installation of Vmware System vSphere / ESX 5.x
- Installation of the virtual hosts (P2V, new installation)
- Configuration of the Active Directory, DHCP, DNS
- Configuration of the Veeam backup system version 6
- Test of recoverability in the required time
- Documentation and handover to an operational service provider
- User training for simple troubleshooting
- Training of support staff in Vmware implementation and support
- Hardening of the systems according to IT-Grundschutz (BSI)

Setting up a test system at my customer's premises for support and development purposes

- Procurement of hardware
- Installation of the above system as a “nested” Vmware system on a single physical server
- Documentation of this special solution
- Handover to the customer
- Customer workshop with project managers on Vmware technology
- Customer workshop in vmware installation, upgrade and administration
- Customer workshop in Veeam Backup & Replication before product decision

Projectmanager / IT Consultant 01/2009 – 09/2011

- Project management in healthcare projects
  - New implementations
  - Upgrade of live systems
  - Performance optimization and error analysis projects
  - Projects to validate new releases of customer software
- Upgrade planning and implementation
- Sub-project management backend systems
- Sub-project management for radio relay networking
- Project management in troubleshooting projects
  - Coordination of hardware manufacturer specialists
  - Mediation between the partners involved
  - Project planning
  - Contact person for the customer in the troubleshooting process
- Analysis of performance and stability problems of SAN and NFS storage systems
  - Hardware problems between Linux servers and FC SAN storage (emc2, FTS, Netapp)
  - Hardware problems with NFS-connected long-term storage systems (Netapp)
  - Software problems in the application and programming logic
- Advice on expanding the LAN / SAN / storage infrastructure
- Advice on the expansion or new acquisition of archive solutions

- Planning and implementation of Vmware cluster systems
- Planning and implementation of Vmware backup
- Setting up system management in the customer system

IT Consultant, SMP Management AG — 10/2008 – 01/2009

- System consulting on behalf of a German hardware manufacturer
- Calculation of storage systems based on customer requirements
- Selection of suitable hardware systems to meet the requirements
- Technical sub-project management in healthcare projects
- Infrastructure consulting in the run-up to healthcare projects
- Analysis of customer requirements and adaptation with the product portfolio
- Analysis of the customer infrastructure and development of the integration

IT-Consulting for PACS Systems — 02/2006 – 09/2008

Conception of IT infrastructure solutions for a German PACS manufacturer

Development of the server and SAN solution based on the software and customer requirements.

- Calculation of short-term and long-term storage systems based on end customer parameters
- Integration of special customer requirements into the SAN/LAN concept.
- Clarification of special requirements in the presales process.
- Conception of non-standard systems in cooperation with software development and product management.
- Technical sub-project management in the rollout phase of complex PACS systems and integration projects.

Microsoft Exchange Server Migration — 6/2005 – 01/2006

A German bank is migrating 12 Exchange 5.5 servers to a highly available Exchange 2003 cluster.

- Development of a detailed concept for the migration of 2500 user mailboxes and approx. 500 other objects using NetIQ Exchange Migrator.
- Test of the concept in the lab environment
- Installation and configuration of the Exchange 2003 cluster.
- Installation and configuration of the NetIQ migration platform.

- Migration of users.
- Training the administrators in Exchange 2003 administration.
- Development of a concept to support the administrators in standard processes.

Development of a central data store

8/2005

A management consultant is looking for a central platform to store business-relevant information for 10 sales representatives.

An important aspect is the cost-effective and trouble-free operation of the system.

- Renting a dedicated server from 1&1
- Setup of a file and mail server.
- Integration of a data backup concept
- Implementation of terminal services
- Implementation of Sharepoint services

User migration Exchange GEO Cluster

3/2005 – 5/2005

A German bank changes its service provider and the 3700 Exchange users are moved to a new Exchange 2003 GEO cluster.

- Development of test and installation scenarios for the GEO Cluster
- Developing test and installation scenarios for the components
- Virus scan and backup
- Installation and testing of the cluster system with all components
- Creating a scenario for the user transfer, taking into account
- the Windows NT/Outlook 98 client systems
- Implementation of the user transfer
- Documentation of all scenarios
- All sub-steps were handled in accordance with ISO

Planning and setting up a test environment

2/2005

A flexible environment is required for integration tests for various customers in order to be able to map diverse requirements.

- 2 Domain controller (Microsoft Server 2003 Std.)
- 1 Terminalserver (Microsoft Server 2003 Std.)
- 1 Exchange 2003 Cluster (Microsoft Server 2003 Ent. + MS Exchange 2003 Ent.)
- 1 Microsoft SMS Server with Netinstall SW Distribution and OSD
- 1 Microsoft Operation Management Server
- Implementation on top of VMWare GSX Server 3.2

Server consolidation in a German bank

3/2004 – 1/2005

A German bank replaces 3000 servers with new hardware.

- Customization of installation procedures for MS Windows NT4 Server, MS Windows 2000 Server and MS Windows Server 2003
- Error correction in driver installation files
- Development of a procedure for the secure creation of a network adapter team in Perl and VB-Script.
- Integration of installation procedures in different environments.
- Troubleshooting of existing procedures
- Adaptation of SMS procedures and error analysis within the SMS packages.
- Analysis of existing OSD procedures and identification of alternatives including cost estimation.
- Performance tests with different driver versions from the hardware supplier
- Documentation of the processes

Tax consulting firms

1995 - 2007

Planning and implementation of the IT infrastructure of tax consulting firms.

- Planning and implementation of network cabling
- Planning / configuration and implementation of the server
- DATEV client / server model
- DATEV Terminal Server Model
- Implementation and configuration of the workstations
- Remote support of the law firms via VPN and RDP.
- Execution of server migrations under Novell Netware 3 and 4 to Microsoft Windows Server 2000 and 2003.

National engineering office

2/2002 – 7/2002

Planning and realization of the IT infrastructure of a medium-sized engineering office server architecture.

- Planning the IT infrastructure of the new office building
- Cabling of the new office building
- Setting up the local client/server infrastructure
- Workstation connection and office implementation
- Connection of field service notebooks via GPRS

Senior Consultant, m+s Elektronik AG 12/2000 – 6/2002

- Establishment of the “Content Management Systems” department
- Strategy development: “What does the department want to achieve?”
- Definition of resources
- Elaboration of the structures
- Partner acquisition
- Training organization
- Project realization
- Project management for eProcurement system solutions

BIT Manager, m+s Elektronik AG 3/2000 – 11/2000

Requests for quotations that integrate more than 2 areas of the company are processed by the BIT Management Team.

- Definition of the tasks of a BIT manager
- Implementation of processes in the area of BIT management
- Supporting the junior consultants in specialist topics
- Preparation of complex offers involving all Group subsidiaries.
- Preparation of the customer presentation
- Presentation of the offer to the customer

Software distribution in a German bank 12/1998 – 03/1999

Integration of a software distribution solution under Netinstall 3.x for approx. 5000 workstations at 3 locations.

- Development of a concept for distributed data storage of the Netinstall servers.

- Development of the logical server infrastructure
- Supervision of the physical implementation
- Developing and testing the distribution scripts and rules under Perl.
- Connection of 2 external locations to the central system
- Administration of the overall system during the rollout
- Administration of the 2 external locations during the relocation phases

Client migration in a German bank 04/1999 – 09/1999

Planning and implementation of the migration of 400 notebooks with operating system and Office upgrade

- Conception of the OS upgrade from MS Windows 9x to MS Windows NT4
- Project planning of the OS upgrade from IBM OS2 2.x to IBM OS2 Warp
- Conception of the upgrade of applications in the Windows environment
- Project planning of the upgrade of applications in the OS2 environment
- Conception of the data transfer
- Planning the rollout: collection from the customer - upgrade - delivery to the customer - brief instruction
- Overall project management

International Industry 6/1998 – 11/1998

Consulting, conceptual design and implementation of a client migration from SNA terminals to MS Office in a national environment. In addition, the necessary implementation of the entire server infrastructure.

- Preparation of the customer's requirements and presentation of an example solution.
- Conception of the server infrastructure based on MS Windows NT4 Server
- Conceptual design of the server room and its requirements.
- Conception of the LAN infrastructure, integrating the existing cabling in the plant.
- Installation of the servers on site in collaboration with the technicians
- Configuration of the individual services and servers
- Primary Domain Controller
- Backup Domain Controller
  - File Server
  - Backupserver
  - SMS Server
  - SNA Server
- Configuration and implementation of the SMS site structure
- Design and implementation of an environment for “roaming users”

- Project planning and overall project management

Technical Consultant, m+s Elektronik AG — 09/1995 – 05/1998

- Planning and realization of server / domain concepts based on Microsoft Windows NT
- Planning and implementation of Microsoft Windows NT solutions
- (file and print services, mail, backup, software distribution) in existing systems
- Planning and realization of “high availability solutions” based on Compaq server systems
- Planning and implementation of data backup concepts in a heterogeneous environment

System Engineer, GEODAT GmbH — 04/1993 – 06/1994

- Technical customer support
- Project planning and realization of Novell networks

System Engineer, Dötsch GmbH — 12/1991 – 03/1993

- Repair and maintenance of PCs and peripherals
- Configuration of PC systems
- Project planning of Novell networks
- Project planning and installation of IT infrastructure

System Engineer, Syscotec GmbH — 04/1991 – 11/1991

- Support for peripheral products in the PC sector
- Peer to peer networks
- Data backup drives
- Interface cards

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