

# Oliver Schneidemann, PMP

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## Professional Profile

**Flexible Program Manager and Technologist** with the proven ability to adapt to domestic and international technology, helping organizations deploy and manage strategic, business-critical programs and projects. Over 18 years experience in the management consulting, financial services, hospitality, and publishing industries, in both global and entrepreneurial environments. Effective in delivering program value through coordination across technology organizations and business stakeholders. Successful at driving complex initiatives to completion. Exhibiting robust analytical, problem-solving, and communications expertise. Skilled in solving multifaceted problems. Recognized reputation for aligning technology initiatives with business requirements.

- Program/Project Governance
- Business Continuity Management
- Knowledge Management
- IT Infrastructure Management
- IT Service Delivery Excellence
- Project Execution Discipline
- Adaptable, Proactive, Multitasked
- MS Office, Visio, MS Project expert
- Bilingual English/German

## Professional Experience

**SATORI CONSULTING**, New York, NY

2006 - present

### Management Consultant

#### Clients:

***European Bank Group, Stamford, CT***

#### **Program Assurance, Post-Merger Integration**

- Coordinated program forums for the effective governance of scope across 18 divisional and operational workstreams, ensuring the program delivers \$114MM in annual run rate savings and 700 FTE synergies.
- Maintained a controls framework to manage project discipline, ensuring that changes to baseline assumptions are approved at the appropriate level and providing an escalation model for key decisions, risks, and issues.
- Managed the headcount allocation clearinghouse to transfer 650 front and back office FTEs to four group entities. This initiative assured compliance with regulatory guidelines and simplified the organization.

***Global Investment Bank, Jersey City, NJ***

#### **Business Continuity Management/Technology Infrastructure Resiliency**

- Managed the business continuity planning (BCP) outreach program in the technology infrastructure division to help the BCP group transition from a tactical model to a strategic focus on risk.
- Advised 30 BCP coordinators on the adoption of best practices (BIAs, resiliency through mitigation, planning, testing) for people and systems. Improved the number of compliant plans by 40% within two periods.
- Assisted in the Technology Crisis Command Center during drills and actual events, and contributed to the development of a business resiliency framework to enable the prioritization of recovery efforts.

**REED BUSINESS INFORMATION** (member Reed Elsevier Group plc), New York, NY

2005 - 2006

### **Director, Project Management - Infrastructure (2006)**

Program-managed a Windows desktop platform refresh across 11 sites with a budget of \$1.26MM.

- Coordinated IT infrastructure deployment-activities with vendors, engineering, and the service delivery organization. Managed scope, quality, risks, and costs to deliver the program to expected requirements.
- Successfully fast-tracked the deployment through a modified migration-approach. Eliminated schedule risks and returned the program to its originally forecasted completion date.
- Re-baselined the programs' budget and uncovered a 6% cost over-allocation. This allowed completing the deployment of two additional Canadian sites that had already been excluded from the 2006 scope.

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### **Director, Infrastructure Strategy & Planning (2005 - 2006)**

Developed strategic initiatives to provide technology expertise and architecture direction to Technology Operations.

- Selected Postini to replace in-sourced anti-spam solution. This resulted in 42% annual cost savings and reduced the administrative overhead by 70%, untying resources in Network Engineering.
- Developed restructuring plan to migrate the IT helpdesk from a centralized to a virtualized model. Streamlined incident escalation to absorb a 25% volume increase and 7% headcount reduction.
- Implemented the Information Security Incident Response Team to minimize risk to the business from disruptive events. Enhanced the group's response capabilities through agreed upon roles, responsibilities, and procedures.

*(Educational Leave, February 2005 to July 2005)*

**MCKINSEY & COMPANY**, New York, NY

1998 - 2005

### **Center of Excellence Leader, Platform Services Windows/Intel (2002 - 2005)**

Supervised 10 IT Analysts in New York, Germany, India, and Australia to manage the firm's Windows infrastructure.

- Improved team productivity and reliability of critical systems by implementing ITIL service management. Achieved 70% reduction of false-positives, and 25% reduction of 2nd level support for new server installs.
- Partnered with the infrastructure development team to deploy a single desktop-image solution for 12,000 global users. This XP-based platform streamlined IT support by reducing localized image variations by 30%.
- Condensed deployment timelines for critical software updates from several weeks to 48 hours through a centrally managed software distribution platform for desktops and servers using Tivoli ESD and MSSUS.
- Improved the firm's data and privacy protection by implementing Iron Mountain's enterprise backup solution for workstations and Websense' web security & access-control platform.
- Supported the ServiceWare Professional implementation from RFP creation to formulating content standards. The initiative improved helpdesk resolution times by integrating knowledge search with issue management.

### **IT Analyst - Operations & Support (1998 - 2002)**

Provided 2nd level support to IT personnel in 30 sites, incl. hardware, Windows, Lotus, Office, Symantec, and RAS/VPN.

- Maintained IT knowledgebase used by analysts in 70+ offices. Promoted quick resolution of common issues by training peer analysts and ensuring a consistent approach on knowledge sharing.
- Implemented support model for updated Windows desktop platform to ensure deployment issues can be raised from regional offices, and brought to the attention of engineering teams for swift resolution.
- Performed as situation manager during Code Red/Nimda virus incidents to coordinate response from operations, security, engineering teams, to ensure containment of the outbreak and cleansing/patching of infected systems.

**ARTHUR ANDERSEN**, Germany

1997 - 1998

### **Network Administrator**

Provided IT desktop and server support and maintained the PBX/Netware/WinNT infrastructure.

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## **Education**

MBA, Lubin School of Business, Pace University, New York, NY (2010)

B.S. Information Systems Management, New York University, New York, NY

## **Activities**

Adjunct Instructor, New York University, New York, NY

*Teaching 'Disaster Recovery & Continuity Planning' and 'Knowledge Management and Decision Support'*