

CV

Dietmar Diekotto

(July 2018)



Education: Business Retailing, High School,
Commercial Information Technology University Course

Date of Birth: 4. June 1969

Experienced in IT since: 1990

Languages: German (native), English (good), French (basic)

Special Skills:

- IBM Domino 1st, 2nd, 3rd, Level -Support
- Administration
- Training / Instructing
- Team leading
- Consulting / Advising

Computer Languages: Notes Formula Language, HTML, Pascal,
Java (basics), C++ (basics)

Databases: Lotus Domino Databases, MSAccess, MS-Works

Operating Systems: MS-DOS – Win8, Win 3.11 - Win2012, Suse Linux, OS/2

Networks and Communications: TCP/IP, VPN, W-LAN, DSL, ISDN, Token Ring, IPX/SPX

Software: Lotus Notes / Domino, SAP (Oscare), IDVS II, MS-Office, Open Office,
MS-Works, Domino Administrator, Skype for Business, PC Anywhere;
Remote Administrator, MS- System Center, Remedy, Team Viewer,
SecureID (RSA) Syconic, NetInstall, Ghost Enterprise Edition,
NetSchool, Backup Exec, Peregrine, Tivoli Storage Manager (TSM), TEC
Konsole, DataProtector, Putty,

Branches / Sectors: Financial Service Provision, Engineering, Medicine Service,
Chemistry, Automobile Manufacture, Insurance,
Glas Manufacturer, Retail Industry, Service Provider,
Automotive supplier, Railway

Locations: Willing to travel (prefer to work in Germany, but also willing to consider
working in other countries).

Availability: Full Time

Employment History:

08/ 2017 – 09/2017	Lanxess AG, Leverkusen
	2 nd /3 rd Level IBM Notes / Domino Administration
	<ul style="list-style-type: none"> • Sever monitoring • Sever maintenance • Setting up Domino servers • Creation / changing / deletion of program documents • Introduction of Managed Replicas • Creation of Policies (e.g. Desktop, Security, etc.) • Concept creation and impremention log.nsf archiving • Move of Fulltext indexes • Optimization and adaption of notes.ini entries • DAOS analysis / optimization • Change-over from OOA to OOS • Trouble shooting of Domino network issues • Creation / analysis / optimization of clusters, e.g. availability Index, public-privat LAN • Analyzis / trouble shooting of IDVault • Mailfile ACL adjustments
Eigene Tätigkeit :	Administrator
Realisiert unter :	Notes /Domino 8.5.x -9.x, Win2008-2016

08/ 2017 – 09/2017	Knappschaft-Bahn-See, Bochum
	2 nd /3 rd Level IBM Notes / Domino Administration
	<ul style="list-style-type: none"> • Server monitoring • User Account creation / changes / deletions • Creation of Mail-In Databases • Mailing Lists creation / change / deletion • Right administration • Care of roaming users and their profiles • Creation of simple agents in mail-in databases • Roll out new templates • General administrative tasks • Failure analysis • Establishment of xMediusFax • Ticket processing in the 2nd /3rd Level
Eigene Tätigkeit :	Administrator
Realisiert unter :	Notes /Domino 8.5.x -9.x, Win2003-2012 , Remedy, panagenda Marvel Client

05 / 2017 – 08 / 2017	DB Systel GmbH (DB AG), Erfurt
	2 nd /3 rd Level IBM Notes / Domino Administration
	<ul style="list-style-type: none"> • Server Monitoring • Server Administration and Maintenance • Incident solving at 2nd /3rd Level
Eigene Tätigkeit :	Administrator
Realisiert unter :	Notes /Domino 8.5.x -9.x, Suse Linux Server, HPSM7, Dameware, Docker

12 / 2016 – 04-2017	Edeka Handelsgesellschaft mbH (Edeka Südwest), Offenburg, Heddesheim
	<p>2nd /3rd Level IBM Notes / Domino Administration</p> <ul style="list-style-type: none"> • 2nd Level User Support <ul style="list-style-type: none"> - Solving Incidents - Error Analysis and Fixing - User Account creation / changes / deletions - Setting of Database Access - Domino Trailer / Disclaimer Database - Recertification of User Accounts • 3rd Level Domino Support and Administration <ul style="list-style-type: none"> - Server Maintenance and Administration - User and Mailfile Migration / different Domains - User consolidation from different Domains - Umzertifizierungen - DAOS • Fax for Notes
Eigene Tätigkeit :	Administrator
Realisiert unter :	Notes /Domino 8.5.x -9.x, Linux, Assyst,, WinSCP, SymantecEnterprise Vault 10.x, Citirx, Marvel Client, iQSuite, IronPort, Retarus Trailer

10 / 2016 – 11/ 2016	VW AG, Wolfsburg
	<p>Skype for Business operating and transition</p> <ul style="list-style-type: none"> • Incident Manager • 2nd Level Support • Operating Manual • Creation of an operating manual in English, for the 2nd Level support team • Assist the 3rd Level Support
Eigene Tätigkeit :	Incident Manager, 2nd Level Support
Realisiert unter :	Skype for Business, Lync, Quest One, Windows 2012 R2, Win7-Win10, Office 2010-2016

02 / 2014 – 06 / 2016	Johnson Controls Inc., Burscheid
	<p>Worldwide AD Migration, 2nd Level User and VIP Support for EMEA region</p> <ul style="list-style-type: none"> • Support in English language • Support of: <ul style="list-style-type: none"> - AD Account checking at old and new Domain - Changing of Certificates for Enterprise connections at Client systems - LAN, W-LAN connection issues - VPN connection issues - MS-Outlook 2013, Skype for Business - Siemens TC PLM - Internet / Intranet
Personal Responsibilities:	2 nd level Client Support Specialist
Platforms / Software:	Win7, Exchange, ITSM, VPN,

12 / 2014 – 04 / 2015	KfW banking group, Berlin
	<p>Worldwide User Administration</p> <ul style="list-style-type: none"> • Creation, maintenance & deletion of users accounts for: <ul style="list-style-type: none"> - internal employees - external employees - support user - test / training / support user • Distribution of permissions in SAP (HCM) • Distribution of permissions in FileNet, RSA (Extranet) • Creation, maintenance & deletion for mailing lists • Creation, maintenance & deletion for functional mailbox • Creation, maintenance & deletion user in access form/fields of the ActiveEntry database • 2nd level support for access problems • Creation of technical documentations • Administration for Administrators and other user accounts • Specialist production support • Project support • Specialized tasks
Personal Responsibilities:	Administrator
Platforms / Software:	Win7, Exchange, SAP (HCM), RSA, ActiveEntry, HPSM 9.x, Aqua Data Studio, ObjectBrowser

01 / 2014 – 11 / 2014	Break, on compassionate grounds
01 / 2011 – 12 / 2013	ITS Care - AOK, Neuwied
	Central User Administration for the regions Baden-Württemberg, Rhineland-Palatinate, Hesse, Saarland
	<ul style="list-style-type: none"> • Creation, maintenance & deletion of users accounts for customers, internal employees and external supporters • Access rights distribution for pre-defined roles for W2K, IDVS II / RACF, Oscore, AOK house application, Oracle, and various other applications • Creation of technical documentations • Training and teaching of new team members • Administration for Administrators and other IT user accounts • Second level support for access problems • Distribution of roles and permissions in SAP • Quality Management Incidents / tasks (advisory function) • Specialist production support • Project support • Specialized tasks
Personal Responsibilities:	Administrator
Platforms / Software:	Win2008 - Win7, Exchange, SAP (Oscore), IDVS II
09 / 2012	Training, ELO Office
	See certificate
07 / 2012	Training, IBM "Get Blue"
	See certificate
11 / 2011 – 01 / 2012	HP – MLP AG, Heidelberg
	Nationwide 3 rd Level Lotus Domino Server Support
	<ul style="list-style-type: none"> • Support of 2nd / 3rd Level issues • Installation / analysis / fault correction of Domino "Roaming Users" profiles. • Blackberry fault correction – Bank holiday importing problem
Personal Responsibilities:	Administrator
Platforms / Software :	Windows2008, Lotus Domino 7.x - 8.5
09 / 2010 – 12 / 2010	prosystemsIT – Sparkassen nationwide
	Server Consolidation and Upgrade to Domino 8.0.x
	<ul style="list-style-type: none"> • Consolidation <ul style="list-style-type: none"> - Mail file migration - Mail file upgrade - Application migration - Maintenance of Server connection documents - Installation and maintenance of statistical application - Creation of Events, Events handlers und DDM events, for the Server monitoring at the TEC Console - Support of the Pilot users - Creation of a user guideline • Customer internal application analysis and documentation • Maintenance of the Rooms and Resources applications • User administration • Group Administration • Preparation of database and mail file restores • 2nd / 3rd Level User Support
Personal Responsibilities:	Administrator
Platforms / Software :	Win XP-2003, Lotus Domino 6.x – 8.x, Assyst, TSM, TEC Console
01 / 2010 – 09 / 2010	Sabbatical

12 / 2007 – 12 / 2009	HP Inc.- Carl Zeiss AG - Schott AG, Jena, Mainz
	Global 2 nd / 3 rd Level Lotus Notes / Domino Support <ul style="list-style-type: none"> • Server Administration und Maintaining <ul style="list-style-type: none"> - Server Installation - Database Administration - Server Administration - Server variability • Error Analysis and Solution • User Administration • Group Administration • ID Administration • Quota Management • Preparation of database and mail file restores • Global 2nd Level User Support • Training and teaching of new team members
Personal Responsibilities:	Administrator, 2nd / 3rd Level Client Support Specialist, IT - Professional
Platforms / Software:	Windows XP, Windows 2003, Lotus Notes / Domino 6.x – 8.x, Peregrine, Tivoli Storage Manager, Data Protector

03 / 2004 – 03 / 2008	CSC AG, Bombadier AG, Friedrichshafen
	World wide support for server and client systems. <ul style="list-style-type: none"> • 1st Level Support, Computer/Networks, MS-Office, HP-Printer, RSA Security etc. • 2nd Level Support Active Directory <ul style="list-style-type: none"> - User Administration - Printer Support (Permissions, Queues) • 2nd Level Support Lotus Notes / Domino 4.x - 7.x <ul style="list-style-type: none"> - User administration - Database maintenance - Sever maintenance - Customer Client Support • Development and Construction of an Assessment Centre • Development and Construction of a Training Environment for Lotus Notes, SAP, Remedy, MS-Outlook, PDM • Lotus Notes Training <ul style="list-style-type: none"> - User and Helpdesk Skills • Knowledge Engineer • Software Delivery
Personal Responsibilities:	2nd Level Support, Global Lead Lotus Notes Knowledge Engineer, Trainer, Project Leader
Platforms / Software:	Win2000 - Win2003, Win XP, Lotus Notes / Domino 4.x - 7.x, VPN, Ghost Enterprise Edition, Net School 7.5, Citrix, MS-Visio, RSA, PDM, Dame Ware

08 / 2007	Training SAP 01
	See certificate

04 / 2007	Mettenmeier AG, Paderborn
	Support of Lotus Domino Workflow Applications <ul style="list-style-type: none"> • Troubleshoot Workflow issues • Testing of new Workflows • 2nd Level Customer Support
Personal Responsibilities:	Troubleshooter, Technician
Platforms / Software:	W2K, XP, Lotus 5.x – 6.x, IBM Workflow 5.x - 6.x

03 / 2007	Advanced Training in ITIL and examination
	See certificate

03 / 2006 – 04 / 2006	Fielmann AG, Germany, Austria, Switzerland
	Inventory, Network <ul style="list-style-type: none"> • Inventory of the Server, Clients and Printer • Checking of the patch panel in the server cabinet
Personal Responsibilities:	Technician
Platforms / Software:	W2K, XP

11 / 2005	Advanced Training, Windows 2003 Workshop for Administrators
	See Certificate

02 / 2004 – 03 / 2004	Wirtschaftsförderungsgesellschaft Paderborn mbH
	Support for server and client systems. <ul style="list-style-type: none"> • Installation of security patches for server and client systems.
Personal Responsibilities:	Technician
Platforms / Software:	NT4, Win2k, Lotus Notes 5.x

12 / 2003 – 01 / 2004	The Boston Consulting Group, Düsseldorf
	2nd Level support. <ul style="list-style-type: none"> • Data Backup & Storage / Archiving • DVD Cover Creation for the archives • Employee Training in RAS Token Usage (SecureID) • W-LAN, Router • VPN (Analog, ISDN, DSL) • Hardware Support (Pc/ Compaq, Notebook/IBM) • Software Support • Support (Telephone Hardware, Patches, Telephone Installation)
Personal Responsibilities:	Technician, Advisor, Instructor
Platforms / Software:	Win 2000, MS-Outlook, NetInstall, Lucent Tec. Patchfield, RSA

11 / 2003	L & B Elektrotechnik b.v., New Vennepe, Netherlands
	System installation and integration. <ul style="list-style-type: none"> • Operating System Installation / Configuration • Email Client Installation / Configuration • Internet Connection Installation / Configuration • Firewall Installation / Configuration • Software Installation / Configuration • Advisor in the areas of Data Security, Mail Transfer, Graphic Design, etc.
Personal Responsibilities:	Technician, Advisor
Platforms / Software:	Win XP

07 / 2003	Advanced Training, Stuttgart, Linux 8.x for System Administrators
	See certificate

11 / 2002 – 05 / 2003	BASF AG, Ludwigshafen, Minden
	Rollout, change to Win2k, Lotus Notes 5.08 <ul style="list-style-type: none"> • Reinstallation of 23.0000 Computer Clients at Site Ludwigshafen • Data Backup • Hardware Installation: PC's, Notebooks, Scanners, Palms, MO Drives, etc. • Installation and Configuration of VPN Connections per Analog Modems, ISDN, and DSL • Computer Connection to the Active Directory • Lotus Notes Mail Template Configuration • User Training • Printer Configuration
Personal Responsibilities:	Technician, Trouble Shooter
Platforms / Software:	WinNT, Wingx, Novell, Lotus Notes 5.0.8, MS-Office, SAP/3

01 / 2001 – 03 / 2002	Central Krankenversicherung AG, Cologne
	2nd Level Support for hardware and software problems. <ul style="list-style-type: none"> • Support for Cologne and for all other company sites throughout Germany (per remote services). • Coordination of Customer Orders in the Areas of: <ul style="list-style-type: none"> - Consultation - Prioritizing - Scheduling • Dispatching between 2nd and 3rd Level • Administration, Coordination and Support for Maintenance Calls from Suppliers • Installation of Hardware and Software • Team leader:
Personal Responsibilities:	Team Leader, Trouble Shooter, Technician
Platforms / Software:	Win 3.1 - Win XP, Novell, Lotus Notes 4.6.x - 5.x, MS-Office, Remedy, Syconic Installer

05 / 2001	Züricher Kantonalbank, different locations in Switzerland
	User Support at users locations <ul style="list-style-type: none"> • End User Training • Mobile User Training • Troubleshooting (Floor Walking)
Personal Responsibilities:	Instructor, Trouble Shooter
Platforms / Software:	WinNT, Lotus Notes 5.0.6

11 / 2000 – 12 / 2000	Rieter AG, Ingolstadt / Winterthur (Switzerland)
	Introduction of Lotus Notes <ul style="list-style-type: none"> • Training End Users • „Power Users“ • „Mobile Users“ • Service Technicians
Personal Responsibilities:	Instructor
Platforms / Software:	WinNT, Notes 5.04

10 / 2000	Netconsa, Frankfurt / Main
	Beta Tests for Newly Created Software <ul style="list-style-type: none"> • Software testing
Personal Responsibilities:	Software Tester
Platforms / Software:	WinNT - Winzk, Notes R5, Netscape 4.75, Opera 4.02, IE 5

05 / 2000 – 07 / 2000	Daimler Chrysler AG, Stuttgart, Cologne, Nürnberg
	Lotus Notes Schooling, Trouble Shooting <ul style="list-style-type: none"> • End and „Power“ User Schooling • "Floor Walker" (Trouble Shooter)
Personal Responsibilities:	Instructor, Trouble Shooter
Platforms / Software:	WinNT, Lotus Notes 4.6

04 / 2000	Deutsche Post AG, Karlsruhe
	Helpdesk for Hardware and Software Problems <ul style="list-style-type: none"> • Hardware and Software Installation
Personal Responsibilities:	Technician
Platforms / Software:	WinNT, TCP/IP

10 / 1999 – 12 / 1999	Premiere World AG, Munich
	2nd Level Support for Hardware and Software problems <ul style="list-style-type: none"> • Network • Software • Hardware
Personal Responsibilities:	Technician
Platforms / Software:	WinNT, TCP/IP, Novell,

05 / 1999 – 08 / 1999	Nord LB, Hannover
	Y2K Rollout / Updates <ul style="list-style-type: none"> • Creation of Test Environments • Backup Tests (for Data) using different Platforms • Backup Tests (for Data) using different Storage Media • Test Documentation • Trouble Shooting for Hardware and Software Problems • Team Planning and Organization of Hardware and Software Installation
Personal Responsibilities:	Team Leader (5 – 10 Employees)
Platforms / Software:	MS-DOS - Wing8, WinNT, OS/2

04 / 1999	Deutsche Bank AG, Frankfurt / Main
	Y2K Client Updates <ul style="list-style-type: none"> • Planning and Organization of Updates in all Departments • Update Installation • Trouble Shooting • Contact Person for all Administrators
Personal Responsibilities:	Team Leader, Project Contact Person
Platforms / Software:	Wing8, WinNT, TCP/IP

10 / 1998 – 07 / 1999	Deutsche Bank AG, Hamburg
	Centralizing all credit agencies sites to Hamburg. <ul style="list-style-type: none"> • Software Testing • Creation of Tests • Documentation • Data Preparation • Control of Clustering on Individual Servers • Replication • Data migration and consolidation
Personal Responsibilities:	Administrator, Beta Tester, Analyzer
Platforms / Software:	WinNT, OS/2, Lotus Notes up to 4.6x

08 / 1998 – 03 / 1999	Deutsche Bank AG, Frankfurt / Main
	Creation / Installation of a Lotus Notes Environment Project Goal: To establish a Lotus Notes based communications and informations system for approximately 10,000 main branch users. <ul style="list-style-type: none"> • Planning Preparation of Client Software Installation • Notes Clients Installation for End Users • Problem Solving (Notes Clients) • Lotus Notes Training and Support for End Users • Training Organization • Trouble Shooting
Personal Responsibilities:	Instructor, Trouble Shooter
Platforms / Software:	WinNT, Windows 98, TCP/IP, LAN, IPX/SPX, OS/2, Lotus Notes up to 4.6x

02 / 1998 – 07 / 1998	Deutsche Bank AG, nation wide
	Rollout Schooling <ul style="list-style-type: none"> • Employee training for a Germany wide rollout of Lotus Notes R4.5. The trainees were shown the most important Lotus Notes functions, i.e. calendar, appointment management, mail, database searches and using the company internal databases.
Personal Responsibilities:	Instructor
Platforms / Software:	Windows95, Windows98, WinNT, OS/2, Lotus Notes R4.5