

CV

Dietmar Diekotto

(November 2026)

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

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Project History:

10/ 2017 – now	**Lanxess AG, Leverkusen**
	Worldwide 3rd Level HCL (IBM) Notes / Domino Administration
	• Planning, testing, and implementation of a release harmonization based on Win2022 and HCL Domino 12.02 • Centralized management of the decentralized Domino server landscape • Domain and organizational planning • Administration and adjustment of server documents, configuration documents, and connection documents • Monitoring and ensuring database replication between various servers, as well as email routing (SMTP and Notes routing) • Setting up and monitoring scheduled tasks (Compact, Fixup, Updall, DBMT) for performance optimization and troubleshooting • Clustering servers to ensure high availability • Establishing a private LAN connection for cluster replication • Implementing an ID Vault • Managing user accounts: creation, renaming, deletion, recertification, and password resets • Managing groups: creation, renaming, and deletion • Managing mail-in databases: creation, modification, and deletion • Managing rooms and resources • Analyzing, adjusting, and optimizing DAOS; migrating from Huffman to LZ1 compression • Creating and assigning organizational and explicit policies for security, desktop, mail, and archiving • Implementing Managed Replicas • Developing concepts for and setting up LOG.nsf archiving • Relocating FT-Index, NIFNSF, and VIEW_REBUILD_DIR • Managing certifiers (OU certifiers), ID files, server access lists (ACLs), database ACLs, and ECLs • Managing certificates via *.kry files and CertMgr • Tracking licenses and permissions • Controlling replication schedules • Adjusting and optimizing `notes.ini` settings • Backing up and restoring mail and application databases using external software • Monitoring servers via DDM and external monitoring systems (e.g., PRTG) using SNMP • Creating and maintaining Knowledge Base (KB) articles for 1st-level support • Creating and maintaining an internal knowledge base for 3rd-level support • Maintaining the internal CMDB (Configuration Management Database) • Serving as a point of contact and providing support for various M&A (mergers and acquisitions) projects • Acting as a point of contact for interfaces • Leading a team of 5 administrators • Providing support for VIP users • And much more
Eigene Tätigkeit :	Administrator
Realisiert unter :	Notes /Domino 8.5.x -12.02, 14.000 User, 80 Server global, Win2008-2022, SCCM, PRTG, ServiceNow, PAM360, Networker Backup

08/ 2017 – 09/2017	**Knappschaft-Bahn-See, Bochum**
	2nd /3rd Level IBM Notes / Domino Administration
	• 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**
	2nd /3rd Level IBM Notes / Domino Administration

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	• 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**
	2nd /3rd Level IBM Notes / Domino Administration
	• 2nd Level User Support - 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 - 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**
	Skype for Business operating and transition
	• 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**
	Worldwide AD Migration, 2nd Level User and VIP Support for EMEA region
	• Support in English language • Support of: - 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:	2nd level Client Support Specialist
Platforms / Software:	Win7, Exchange, ITSM, VPN,

12 / 2014 – 04 / 2015	**KfW banking group, Berlin**
	Worldwide User Administration
	• Creation, maintenance & deletion of users accounts for: - 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

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	• 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
	• 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, Oscare, 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 (Oscare), 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 3rd Level Lotus Domino Server Support
	• Support of 2nd / 3rd Level issues • Installation / analysis / fault correction of Domino "Roaming Users" profiles. • Blackberry fault correction – Bank holyday 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
	• Consolidation - 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 • Prepation 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

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01 / 2010 – 09 / 2010	**Sabbatical**

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12 / 2007 – 12 / 2009	**HP Inc.- Carl Zeiss AG - Schott AG, Jena, Mainz**
	Global 2nd / 3rd Level Lotus Notes / Domino Support
	• Server Administration und Maintaining - 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.
	• 1st Level Support, Computer/Networks, MS-Office, HP-Printer, RSA Security etc. • 2nd Level Support Active Directory - User Administration - Printer Support (Permissions, Queues) • 2nd Level Support Lotus Notes / Domino 4.x - 7.x - 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 - 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
	• 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
	• Inventory of the Server, Clients and Printer • Checking of the patch panel in the server cabinet
Personal Responsibilities:	Technician
Platforms / Software:	W2K, XP

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

02 / 2004 – 03 / 2004	**Wirtschaftsförderungsgesellschaft Paderborn mbH**
	Support for server and client systems. • 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. • 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 Elektrotechniek b.v., New Vennep, Netherlands**
	System installation and integration. • 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 • 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, Wing x, Novell, Lotus Notes 5.0.8, MS-Office, SAP/3

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01 / 2001 – 03 / 2002	**Central Krankenversicherung AG, Cologne**
	2nd Level Support for hardware and software problems.
	• Support for Cologne and for all other company sites throughout Germany (per remote services). • Coordination of Customer Orders in the Areas of: - 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
	• 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
	• 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
	• Software testing
Personal Responsibilities:	Software Tester
Platforms / Software:	WinNT - Win2k, 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
	• 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
	• 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
	• Network • Software • Hardware
Personal Responsibilities:	Technician
Platforms / Software:	WinNT, TCP/IP, Novell,

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05 / 1999 – 08 / 1999	**Nord LB, Hannover**
	Y2K Rollout / Updates
	• 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 - Win98, WinNT, OS/2

04 / 1999	**Deutsche Bank AG, Frankfurt / Main**
	Y2K Client Updates
	• 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:	Win98,WinNT, TCP/IP

10 / 1998 – 07 / 1999	**Deutsche Bank AG, Hamburg**
	Centralizing all credit agencies sites to Hamburg.
	• 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. • 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
	• 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