

Personal data

| | |
|------------------------|----------------------------------------------------------|
| Name | Erik Seidel |
| Year of birth | 1968 |
| Marital status | Married |
| Nationality | German |
| European baccalaureate | Summer 1990 |
| Course of study | TU Berlin / mechanical engineering 1991 to 1996 |
| Apprenticeship | Multimedia Producer at Silicon Studio Berlin |
| Qualification | Senior Consultant, Author & Documenter, Systems Engineer |
| Language skills | German (native) |
| | English (good) |
| | French (basic) |
| | Thai (basic) |



Professional expertise

| | |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| industry experience | Consulting, E-Commerce, IT Support & Management, Commerce, Marketing, Media, Film Industry, Pharmaceutical Industry, Online Retail, Software, Health, Customer Management, Petroleum Industry, IT security, Trust Service Provider |
| expert knowledge | <ul style="list-style-type: none"> • Project Management • IT Service Management • License Management • Information Management • Establishment of IT Support, Incident, Change and Problem Management • Operational CRM and self-service processes & portals • Process Optimization, Migration & Roll Out Accompaniment • Design and analysis of KPIs and their visual editing • Reporting & Business Intelligence • Advertising & Marketing • Art Direction • Public Relations & User Information • Customer Relationship Management • Ways to avoid support efforts • Communication training for support staff • Employee motivation & training • Process documentation & training materials • Preparation of manuals, user information, scientific documentation and technical translations (e/de/de/e) |
| Methods & Processes | <ul style="list-style-type: none"> • Data analysis • Strategy Consulting • Service coordination • Quality Management & Optimization • Business process analysis, modelling and optimization • Agile Project Management (Kanban) • Software evaluation (UI / API - ease of use & workflow) |

Technical expertise

| | |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| operating systems | • Microsoft Windows, Linux (Ubuntu), MacOS |
| databases | • MS SQL Server, MySQL, MongoDB |
| Content Management | • Typo3, Wordpress, Time to Web, Drupal, Joomla, Adobe Campaign |
| programming languages | • JQuery in JIRA, HTML, CSS |
| Monitoring & Reporting | • Tableau, Grafana, Graphoo, Splunk, Nagios |
| Build Management | • Jenkins, IBM Marketing Operations (MRM) |
| Analysis | • Adobe Analytics, comScore |
| Backend systems | • Active Directory, MS Exchange Server |
| Office applications | • MS Office, MS Project, MS SharePoint, Lotus Notes, Teamroom |
| Processing Software | • MS Visio, Sparx Enterprise Architect |
| Amazon Web Services | • User- & Permission Management |
| Document-Management | • Atlassian Confluence, IBM Rational ClearQuest and ClearCase |
| Knowledge-Management | • Atlassian Confluence, Pirobase |
| IT Support | • Atlassian JIRA Service Desk / Service Management, Remedy, Ticket Xpert, OTRS, HP ServiceDesk, Cherwell, BMC Service Desk Express |
| Software Development | • Git, Atlassian JIRA, BugZilla |

Further education and courses

| | |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2018 Intensive training | • Otto GmbH & Co. KG Hamburg, 19.06.2018 Adobe Analytics |
| 2016 Intensive training | • Otto GmbH & Co. KG Hamburg, ComScore (Market-Analyse & Evaluation) |
| 2016 Intensive training | • Otto GmbH & Co. KG Hamburg, Adobe Campaign |
| 2016 Intensive training | • Otto GmbH & Co. KG Hamburg, 16.08.2016 "Security in an agile project environment" |
| 2016 Intensive training | • Otto GmbH & Co. KG Hamburg Analysis, Reporting & Storyboarding with Tableau |
| 2009 Intensive training | • gematik – Ges. für Telematikanwendungen der Gesundheitskarte mbH OTRS - Establishment of Open Source based IT-Support |
| 2008 Practice seminar | • Bayer Business Services (S&T), 05.03 – 07.03.2008 Certificate: Time to Web Webmaster |
| 2008 Practice seminar | • Bayer Business Services (S&T), 03.03 – 04.03.2008 Certificate: Time to Web Content-Master |
| 2008 Online Seminar | • Bayer Business Services (ITO) Certificate: "IT security driver's license" |
| 2008 Intensive training | • emendis GmbH, 13.02 – 15.02.2008 Certificate: ITIL Version 3 Foundation Examination / APM GROUP |
| 2007 Integration training | • Bayer Business Services (ITO), 22.10 – 26.10.2007 Bayer Schering Pharma AG T Service Desk Conception and Organization, IT Security and Quality Management, Golden Rules & Knowledge Management with Pirobase |
| 2006 Practice seminar | • FCS GmbH, 19.09 – 21.09.2006 "Customer-oriented behaviour in the help desk" |
| 2006 Business English | • 6 months intensive business English course |
| 2003 Practice seminar | • Communication Training Intensive course at TOTAL Deutschland GmbH |
| 2003 Practice seminar | • SAP-, OpenTas und Citrix-Administration Intensive course at TOTAL Deutschland GmbH |

Self-employed

Foodadvisor Blog
05/2015 - until today

Food Advisor (Erik Seidel)
 Started in 2015

Authoring activities such as writing posts & reviews on hotels & restaurants. On request also inspection of accommodation & restaurants with subsequent submission of an assessment of the product & service quality found to the commissioning management, respectively the publisher.

SeiConsult
08/2010 – 02/2021

SeiConsult (Erik Seidel)
 Started in 2010

IT projects in ITIL compliant service management structures.

Activities as Service, Incident, Change, Problem, Service Delivery and Information Manager.

Drafting and development of documentation, manuals, information / image brochures, as well as support of internal IT public relations, especially in the establishment or renewal of service structures.

SeiGraph media
09/2001 – 02/2021

SeiGraph media (Erik Seidel)
 Started in 2001

Development of scientific articles, documentation, guidance and preparation of training materials.

Independent product evaluation followed by review for both trade journals as well as for software and hardware manufacturers.

Project management, content creation & art direction in the fields Multimedia, DTP, 3D and special effects.

Positions**D-Trust GmbH
Berlin**

Trust Service Provider

02/2021 - dato**Service Delivery Manager Project & Operation**

Planning and control of complex technical service and support projects
Overall responsibility as cross-product service interface
Escalation instance to internal and external clients
Intermediary control of IT services

**artemedia AG, Potsdam-
Babelsberg**

Full-Service Agency

10/1999-10/2001**Junior Technical Director NT-Section**

Purchase, order and roll out of hardware and software,
Contact for suppliers and licensors as well as representatives at trade fairs,
seminars and conferences, responsible for tenders and the dynamic
scaling of current hardware and software requirements, responsible for the
project-based coordination of employees and freelancers.

**High-Tech-Center
Babelsberg**and **company b GmbH**

Post production companies

1998-1999**Junior Technical Director / Operator at Virtual-Set / Representative**

Representatives at trade fairs seminars and conferences, administration of
the software and hardware environment of the 3D department as well as
license management of all 3D workstations.