

CURRICULUM VITAE



Personal details

Name: **Petr Havlicek**
Date of Birth: **18th December 1976**
Nationality: **Czech**
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PROFILE

Senior IT manager with strong leadership skills and global companies experience

Highest education achieved: Professional Diploma in Management, Open University UK

Total years of work experience: 20+ years

A very well established independent, highly motivated, resourceful and detail-oriented person who is able to quickly grasp new technologies, processes and company politics; strongly orientated on IT, security and logistics. Also a great software developer and IT expert

Customers orientated individual with wide applicable skills for managing large and complicated multinational teams and programs on the global scale with fluent English.

- International work experience (UK, Germany, Czech Republic, Slovakia)
- Strong management and negotiation skills, currently focused to Program Management
- Strong experience with team leadership and internal/external customer communication
- Native marketing orientated person with experience of providing digital content and company web profiles
- Experience of full-cycle developing applications for public, banking and telecommunications
- Successful background in SW development of large business solutions using C++, javascript and HTML5

PRINCE2 certified and Agile/SCRUM practitioner
Stanford University Certified

Platforms skills: Microsoft Server / client (XP-10), Cisco, VMWare, Citrix, Active Directory, Firewall, IPS, LAN, WAN, Switches, VOIP, DNS, SQL, Oracle, VPN, Cloud, SharePoint, IBM Power, macOS, iOS, Android, Debian Linux, Cryptographic solutions

Software skills: Microsoft Office (Word, Excel, PowerPoint, Visio) Microsoft Project, Lotus Notes, Microsoft Skype, macOS (Pages, Numbers, Keynote), Siebel CRM, Microsoft Dynamics 360 CRM, Adobe Photoshop, GIMP, Autocad, Microstation, iMovie, Logic Pro, Microsoft Visual Studio.

Competencies: Enterprise architecture, Senior Project Management, People Management, Vendor Management, ICT Systems Administration, Programming and Network Administration, Web development, hosting and services running, IT Security and standards (IAM), auditing.

Languages/standards: C++, javascript, node.js, TypeScript, HTML5, .NET, SQL, mongoDB

PROFESSIONAL EXPERIENCE

Jul 2017 – to date (freelancer) – 1.7.2017 – to date

Title: **Freelancer** (<http://havlicekpetr.cz>)

Company: Petr Havlíček, Prague, Czech Republic



Oct 2017 – to date (DXC Technology)

- Data Architect and Project manager for SKODA Data Architecture project
- Enterprise Architect and security authority for CZ offerings (CSOB, CS, TMobile)
- DXC internal body of knowledge for SW development 2017-18 and advisory for PCS client
- GDPR pre-sales support for various CZ Clients

Jul 2017 - Sep2017 (Private clients)

- Project manager and IT consultant with focus on digital content, hosting services and company presentation, HR and marketing related
- Programmer using latest web technologies as HTML5, javascript, node.js, Angular and ruby for web development project <http://misa.4apes.cz>, including hosting services.
- CRM consulting services in Microsoft Dynamics 360 2016 for international customer.



Apr 2007 – Jun 2017 (full-time) – 4.4.2007 – 30.6.2017

Title: **Senior Project Manager** (Band 8 Grade)

Company: IBM Czech Republic, Prague, Czech Republic

Type of Applications: Automotive, ERP and logistics, eID and e-government specific applications, IT infrastructure and hosting environment.

- Working as senior project manager and sales representative for one of the largest IBM CEE project called Biometric Program (500M USD). This is Public sector project managing e-government functionality of ePassports and eID for Czech citizens and ePKP for non-Czech citizens. From taking over the project and relationships in 2008 the project was successfully signed again in 2010 till 2015 as service contract with new functionality development and just recently signed again from 2015 – 2025 another 10 years of service contract. I was responsible for all IBM delivery and revenue generating activities managing typically 3 - 7 large scale projects in the same time with approx. 15-30 FTE. The delivery consists of HW infrastructure and datacenter IP connectivity, custom SW and cryptographic components and processes. Few years ago I applied shadowing principle so I trained PM who is my full backup except sales activities and contract negotiation processes.
- Worked as manger (25M USD) for ECM (developer) in 2007-2008 responsible for implementing of new Oracle EBS ERP system piloting in ECM and then rolled-out to Carrefour supply warehouses. Managing internal and external teams and leading, on behalf of customer, internal rollout and go-live of the whole program in Prague, Bratislava and Netherlands. I left the project after Phase 2 (ready for Carrefour) due to request from the Public sector. The program was successfully handed-over partially back to customer and to IBM.
- Worked as project manager (250K USD) fixing crisis at TPCA in 2007 (Toyota Peugeot Citroen Automotive) factory facility with delivering of on time production software linking to the warehouse processes. Successfully applied PRINCE2 methodology in order to stabilize the delivery model and agreed with the General manager of the warehouse on the critical path that led to the finish. This utility line project was saved within 3 months back on track.



Jan 2005 – to Jul 2007 (full-time) – 1.1.2005 – 31.7.2007

Title: **Program Manager** (4P/2B Grade)

Project Manager (2A Grade) till 31.12.2005

Company: DHL Information Services, Prague, Czech Republic

Type of Applications: Internal DHL systems including DCI and XML-PI back-office, IVR, CSV customers call center application, 3PL-TSN SLS third party logistic system, PROLOGS warehouse management system and general EDI

- Worked as Express Europe Program Manager responsible for all express-related projects that are

developed for Express Europe business unit within Global CIS (Customers Integration Services, infrastructure). Responsible for customer relationship, cross-selling and up-selling CIS and ITSC products.

- Worked as Global CIS Global Forwarding Program Manager managing EXEL Global Forwarding activities on the worldwide level that are linked to CIS activities including management of international teams of 60+ resources, setting up the global strategy for the program and making sure that revenue-based financial expectations are met.
- Worked as Project Manger for external DHL customers within CIS (HP, NCR, LEGO) for large-scaled project with budget approx. 500 mil EUR using SLS and PROLOGS systems, managing international teams, business relationships and external customer
- Worked as Project Manger for internal DHL applications within European Program Management, e.g. DCI, XML-PI, DHL Connect, IEO, RIVR, and CSV

Feb 2003 – Dec 2004 (full-time) – 15.2.2003 – 31.12.2004



Title: **Consultant / Project Manager**
Company: NextiraOne Czech, spol. s r.o., Prague, Czech Republic
Software Tools: Siebel CRM, Genesys IP, VoIP, Workforce management
Type of Applications: CRM, communication, integration

- Worked as a PM for large Siebel implementations (utilities, Telco, bank), web content CR
- Worked as a certified core consultant and BA especially for Siebel CRM implementation.
- Worked as a project coordinator for customer-orientated software projects like software development and outsourcing development.
- Worked as Business Analyst and Key Business Cases Analyst for Siebel implementations
- Worked as a QA for business tenders and sales support.

Sep 2002 – Dec 2002 (contract) – 26.9.2002 – 31.12.2002



Title: **CRM Business Analyst**
Company: MERLIN, spol. s r.o., Prague, Czech Republic
Software Tools: CASE tools (Enterprise Architect)
Type of Applications: CRM

- Worked as a business analyst (BA) for the company CRM product. Created white papers used mainly for a new development course.
- My experience used to compare the company CRM with the rest of CRM solutions, mainly with the AIT (UK vendor) solution.
- Frequent communication with company clients – analysis, consultation, leading.

Jun 2001 - Jun 2002 (full-time) – 4.6.2001 – 4.6.2002



Title: **Senior Software Developer / Business Analyst**
Company: AIT Group PLC, Henley-on-Thames, United Kingdom
Hardware: IBM PC compatibles
Operating system: Windows 2000 / Windows XP
Programming languages: MS Visual C++ 6.0, ATL COM, STL, API, ODBC, UML, XML, Jscript and ASP
Database: IBM DB2, MS SQL and ORACLE
Software Tools: CASE tools, Rational Rose, MS SQL tools
Type of Applications: CRM/ERP

- Worked as a member of team focused on a solution for First Data Europe (DCOM Server) - credit cards maintaining system. Wrote a specification and business rules for the project, co-operated with clients and with business teams.
- Specified business rules for a company product Portrait that is a CRM product solution for bank and insurance retail sector. Communicated with a business team and with a development team, designed and implemented DCOM solutions for the product.
- Full usage of object oriented approach through design for the implementation.
- Focused on a special customer-designed sub-part of the project designed for synchronisation a

CRM server with 3rd party databases. Mainly sales department of the customer company would use the solution.

- Configuration and installation of hardware and software, Internet setup and configuration.

Jan 2000 - Dec 2000 (full-time) – 1.1.2000 – 15.12.2000

Title: **System/Analyst Programmer**
Company: BSC/FSC Praha, spol. s r.o., Prague, Czech Republic
IBM PC compatibles, IBM AS/400
Operating system: Windows 2000 / Windows NT
Programming languages: MS Visual C++ 6.0, ATL COM, STL, MAPI, Dialogic's API, ODBC and UML
Database: MS SQL, ORACLE
Software Tools: Rational Rose, Dialogic's tools
Type of Applications: CRM (Call center)



- Worked as a main developer for implementing IBM AS/400 IOCA/MODCA graphics format for the company bank sector product (under FSC branch)
- Worked as a main developer for a CTI subsystem project (DCOM server) that is consumed by a company CRM solution. As the main developer I had responsibility for three others team members and for a time schedule. There was some customer communication together with a final subsystem implementation mainly for CitiBank and GE Capital Bank.
- As a key member of the team I was involved in a company communication mainly as a technical advisor and a communication manager.
- The CTI subsystem was running on Windows 2000/NT and was designed under Visual C++. It was using Dialogic's CTI API for communication with CTI server. The solution was multi-channel so there are more then 16 phone lines enabled at the time
- The solution is successfully running and it is distributed as a stand -alone product now.
- Configuration and installation of hardware and software, Internet setup and configuration.

Nov 1998 - Dec 1999 (full-time) – 16.11.1998 – 31.12.1999

Title: **System/Analyst programmer**
Company: IXOS Software AG, Prague, Czech Republic
Hardware: IBM PC compatibles
Operating system: Windows NT, DOS and UNIX (Linux)
Programming languages: MS Visual C++ 5.0, ActiveX COM, MFC, API and MAPI / Extended MAPI
Database: SAP R/3, MS SQL
Software Tools: CASE tools, SAP R/3, FAX Servers
Network/Communication: Novell, TCP/IP
Type of Applications: DMS



- Worked as a Team Leader for FAX server implementation (DCOM generic server with many COM consuming clients) for a company DMS product IXOS Archive. The product was designed for digital archiving of any documents; it doesn't matter if documents are a paper-type of an electronics-type.
- Designed and implemented a customer pointed solution, co-operating with customer and with teams placed in Munich, Germany.
- GUI design and development using object-oriented design, using e.g. OLE, OCX.
- MS Exchange Server programming and customisation through Extended MAPI
- In the middle of my career with the company I have started implementing ISO 9001 industrial standard through the company, mainly in the development (testing) cycle.
- Determining customer requirements, writing program specifications and writing a code, ending full lifecycle of the project, on time and under budget.
- Configuration and installation of hardware, software, Internet setup and configuration.



Aug 1996 - Nov 1998 (full-time) – 2.9.1996 – 15.11.1998

Title: **Programmer, Web designer and Web master**
 Company: Orca, spol. s r.o., Prague, Czech Republic
 Hardware: IBM PC Compatibles
 Operating system: DOS, Windows 3.x, Windows 9x, Windows NT
 Language: MS Visual C++ 1.2, Borland C 4.5, ANSI C, API, MFC and Assembler
 Database: dBase III, FoxPro and Access
 Software Tools: Web design tools, Telegraph tools
 Network/Communication: Token-Ring, Novell and TCP/IP
 Type of Applications: Communications

- Developed a system that is now running and it is known as a telegraph network in the Czech Republic. Fully designed under DOS and then moved to Windows. Co-operated with Dialogic hardware and software tools.
- Lectured telegraph crews and negotiated contracts between customer's branch offices (SPT Telecom) and the company
- Worked as a web designer for the company purposes and for marketing purposes of the product.
- Configuration and installation of hardware, software, Internet setup and configuration.

Education

To-date: **Stanford University Advanced Project Management**
 (ongoing)

2011: **PRINCE2 Practitioner**
 (OGCC Certification Authority, United Kingdom)

2007: **Professional Diploma in Management**
 (The Open University, UK)

2006: **Managing Customers and Quality (Marketing)**
 (The Open University, UK)
Managing Finance and Information
 (The Open University, UK)

2005: **Managing People**
 (The Open University, UK)
Managing (General Management)
 (The Open University, UK)
PRINCE2 Certification Diploma
 (OGCC Certification Authority, United Kingdom)

2004: **Member of British Computing Society Diploma**
 (British Computing Society, United Kingdom)

2003: **Genesys 6.5 Certified Engineer**
 (Genesys On-site training, United Kingdom)
Siebel 7 Certified Core Consultant Diploma
 (Siebel University EMA)

2001: **NVQ Advance Level 2 from English Certificate**
 (Weymouth College, Weymouth, Dorset, United Kingdom)

1996-1995: **Postgraduate Special School**
 (Computer Technology - 2 semesters, Prague)

1995-1991: **Secondary Special School with Graduation Exam, Prague**



Additional skills

Driving license A, B

Interests

Triathlon, rock climbing, mountain bike, Aikido, music playing and SW languages.

Languages

Czech – native

English – fluent, like UK native speaker

Courses

- 2016 **Stanford University Mastering the Project Portfolio**
(Stanford University, USA)
- 2012 **Stanford University Managing Without Authority**
(Stanford University, USA)
- 2011 **PRINCE2 Practitioner re-certification**
(APMG International, UK)
- 2009 **Mastering Programs and negotiation**
(IBM, Czech Republic)
- 2008 **IBM EDM senior manager level**
(IBM, Czech Republic)
- 2007 **IBM systems and processes** (systems, EDM, Notes, WWPMM, PMI)
(IBM, Czech Republic)
- 2006 **Management certification courses & diploma**
(The Open University, UK)
- Strategic Planning**
(CMC Graduate School of Business, o.p.s., Prague)
- 2005 **PRINCE2 Practitioner Training**
(reg. at PearceMayfield, Wantage, Oxfordshire, United Kingdom)
- DHL internal trainings** (systems, CMI, TQM,, tools, etc.)
DHL ITSC, Prague, Czech Republic
- 2003 **Genesys 6.5 Certified Engineer Training**
(Genesys On-site training)
- Siebel Core Consultant Training Diploma**
(Siebel Training, HP Education Centre, Prague, Czech Republic)
- 2002 **Communication using NLP**
(PACE, Henley-on-Thames, Oxfordshire, United Kingdom)
- OO Analyst using UML**
(ISOCRA, Henley-on-Thames, Oxfordshire, United Kingdom)
- 2001 **Support and testing using advance tools**
(AIT Group PLC, Henley-on-Thames, Oxfordshire, United Kingdom)
- Architecture Developing and Technical Architect role**
(AIT Group PLC, Henley-on-Thames, Oxfordshire, United Kingdom)
- Team Leadership**
(AIT Group PLC, Henley-on-Thames, Oxfordshire, United Kingdom)
- Communications skills**
(AIT Group PLC, Henley-on-Thames, Oxfordshire, United Kingdom)
- CRM Overview**
(AIT Group PLC, Henley-on-Thames, Oxfordshire, United Kingdom)
- NVQ Advance Level 2 from English Certificate**
(Weymouth College, Weymouth, Dorset, United Kingdom)
- 2000 **DCOM Server Architecture**
(BSC Praha, spol. s r.o.)
- 1999 **Managing Business Document and Optical Archive Principle**
(IXOS Software AG)
- 1997 **Developing for Windows NT and Windows 95 by V.J.Jakl**
C++ Course by RNDr. Petr Sindelar
(MFF UK, Computer Help, Prague)