

CURRICULUM VITAE



Personal details

Name: **Petr Havlicek**
Date of Birth: **18th December 1976**
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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: 25+ 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, CSS, HTML5 and cloud DB.

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, HTML5, CSS, ruby, Angular, React, SQL, mongoDB

PROFESSIONAL EXPERIENCE

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

Title: **Freelancer** (<https://havlicekpetr.cz>)
Company: Petr Havlíček, Prague, Czech Republic



Consulting for various clients in CIO/Security/Architecture and strategic area (ongoing)

I provide services in Solution Architecture area / Data Architecture and migrations, Senior Project Management services (PRINCE2 or AGILE/SCRUM) and lecturer services for various topics including Security, PEN testing, explanation of encryption and overview of actual trends and possibilities. I do also provide IT Consulting for large finance clients in CIO/Security/Architecture and strategic area.

Oct 2019 – Feb 2020 (Axial - client innogy)

I managed to provide all agreed deliverables in given time frame in OpenText product (DMS system) split including newly build AWS hosting environment, all analytical documents, all approvals and readiness to implementation milestone. I decided not to extend the contract due to personal reasons.



Oct 2017 – Jun 2019 (DXC Technology - clients SKODA, Ceska sporitelna)

Retail Integration Lead for SKODA CZ importer (6 months, FT)

Responsible for overall lead of Business activities with regards to Retail Integration of CASK and DMS, two important systems. Main driver for leading of Holesovice DMS team and MHP supplier of CASK. Daily meetings, AGILE methodology, mostly acting as architect and decision board for IT topics. Following business targets and managing to C-level meetings. The whole program was paused after my investigation and request for change of architecture that wasn't accessed past 3 years what lead to the slippage in delivery on both sides. After passing Integration tests I decided to ask for new business case and I convinced all stakeholders about such sensitive step to be made. I left the project once the re-assessment was agreed.



DON Senior Project management (12 months, PT)

Project management for DON project, for Ceska Sporitelna. Action as contract owner, managing Arbes as supplier and local and distant teams involved. Provided PM services with focus on softening relationships and continuing in providing the service. Frequent meetings with customer and suppliers and after re-assessment the business case I was the main driver to change DXC contract in order to lower significant risks in behind of providing existing service. The project was ended successfully and moved to operational model. Parallel project with SKODA one for 3 months.



Data Architect and Project manager for SKODA DAMA (6 months, FT)

Provided DAMA methodology for Architecture group at Mlada Boleslav. I was leading the internal DXC Architects Team with reviewing implementation progress and EA models. After 4 workshops within 3 months we delivered 1st version to Wiki of Skoda for internal review. We synced with VW Architect Group to align our Data Architecture with their standards. The project was successfully delivered on time and budget with a high customers marking.



Enterprise Agile coaching, SW dev and Architecture for Ceska Sporitelna (4 months, PT)

Provided 10 workshops with explanation of Enterprise Agile and how not to implement Agile. I was using own explanation and best methods gained from the experience. All my workshops were attended with different unit members and I answered all questions and followups. Providing dedicated lessons on SW development and Architecture. I was concentrating on bad practices that are used by companies to harm the clients with the real examples and how to limit the impact to the client ecosystem. This was a parallel activity and I received many positive notes.



Enterprise Architect /security board for CZ offerings (CSOB, CS, TMobile, 24 months, PT)

Provided IT and SW architecture models and proposal to the DXC offerings. participated on F2F meetings with customer and IT body. Educated both sides about noSQL models and provided



necessary coaching in order to pass tender criteria. Provided level of SW development expertise on various solution using no-HP products and technologies. This was part time allocation.

Advisory body for SW development and advisory for PCS client (14 months, PT)

Provided coaching to PCS team at development practices, using Agile tools and metrics. As an advisory body I also linked DXC and CSC teams practices while coaching at proper using dev techniques of Angular and .NET. This was part time allocation.

GDPR pre-sales support for DXC CZ Clients and GDPR consultant (“DPO” 24 months, FT)

Acting as GDPR body of knowledge for all DXC Czech clients, assessing contracts and amendments for running project. In frequent communication with legal, provided metrics and understand of GDPR rules and prepared all contract for future GDPR audits. Maintained CZ repository and participated at F2F negotiation meetings with various clients. This was part time allocation.

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.

- Worked 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, native influencer and speaker.

Interests

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

Languages

Czech – native

English – fluent, like UK native speaker

Courses

- 2017 SoloLearn Virtual University**
Python 3, CSS, java, Ruby and Swift 4 Fundamentals
- 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)