



Curriculum Vitae / Resume

Dipl.-HTL-Ing.

Helmut Schindlwick *MBA, MSc*

A savvy senior executive with deep expertise across country boundaries in marketing strategy, business operations, stakeholder management, and client relationships.

Demonstrated ability to achieve year-after-year success in revenue goals, profit margins and growth objectives. Extensive experience in optimising IT and improve the overall company performance.

Expert in understanding critical business drivers and in-depth knowledge of modelling techniques and supporting frameworks. Excels in team environments, strengthen solution proposals to meet client needs and courageously leads staff.

Known for seeking out new challenges, embracing opportunities for development and creatively encouraging progress.

*Leadership • Enterprise Architecture • Business Process Management • Marketing Strategy
• Social Media • Conflict Resolution • Change Management • Service Delivery • Customer Focus •
Stakeholder Relationships • Global Exposure • Software Solutions • Design Specifications • Training &
Development • Creative Thinking*

Contact Details

LinkedIn <https://go.schindlwick.com/linkedin>

XING <https://go.schindlwick.com/xing>

YouTube <https://go.schindlwick.com/youtube>

Twitter <https://go.schindlwick.com/twitter>

Amazon <https://go.schindlwick.com/amazonprofile>

Facebook <https://go.schindlwick.com/facebook>

Telegram <https://go.schindlwick.com/telegram>

Instagram <https://go.schindlwick.com/instagram>



Professional Experience

BBU GmbH – Austria

2019 – until now

CIO – Chief Information Officer

As CIO I am responsible for:

- Building an IT infrastructure (greenfield) for 650 employees in 6 months
- Partnering with business executives to identify, rationalize, and roadmap new business models and capabilities.
- Support customer centricity with 365-degree views from digital platforms.
- Leading the organizations that drive innovative and strategic thinking for the company, such as enterprise architecture, innovation management and R&D
- Define and communicate IT goals, roadmaps, guidelines
- Holding the funding and decision-making authority for innovation-driven technology investments
- Working with business functions to understand customer and market requirements to translate them into digital products and services
- Serving as the central point for technology innovation within IT
- Determining the enterprise technology strategy, leveraging both mainstream and emerging technologies to transform IT operations
- Leading a team of software engineers who have adopted an agile, DevOps-oriented approach
- Modernizing infrastructure, leveraging technologies including hybrid multi-cloud, edge computing, containerization and automation.
- Running and maintaining IT operations through IT service management, vendor management, shared IT services, data centre, telecommunications and security.
- Ensuring that internal and external systems are performing as they should be actively monitoring and responding to incidents that might affect systems
- Engaging in the procurement of technology-centred around modernization, optimization and consolidation, and major IT systems such as CRM or ERP



Accenture GmbH – Austria

2018 – 2019

Manager – ServiceNow Platform Practice, ASGR market

As Manager in the ServiceNow practice I am responsible for:

- Identified opportunities to provide additional value to our clients and to work internally with the ServiceNow account teams to progress
- Lead and managed the implementation project team
- Provided ongoing feedback, coaching, guidance, and mentoring to the Project Managers to continually improve accuracy of financial forecasting, project schedules, budgets, resource planning, and personal skill development.
- Engaged with clients to discuss project health, issues, risks and escalation.
- Client Data Protection oversight that projects are aligning to policies and are green.
- Engaged with clients to discuss project health, issues, risks and escalation.
- Worked with ASGR Regional Leads on project management governance around methodologies, tools, team structure, processes and responsibilities.
- Ensured that the Region meets annual, quarterly and monthly performance targets aligned with the organization's strategic objectives and that projects adhere to best practices.
- Drove the continuous improvement

Dimension Data Austria GmbH – Austria

2015 – 2018

Service Solution Consultant for Dimension Data Austria

- Analysed the business requirements regarding and develop the service architecture
- Developed and enhanced the go to market services and supporting collateral
- Drove complex solution sales by understanding clients' business needs or pain points
- Positioned the service portfolio to clients, prospects and partners
- Translated the identified requirements into a service solution
- Prepared proposals and solution architecture for IT outsourcing, managed services and ITaaS
- Supported the sales management bid processes (RFI, RFP)
- Managed international quotes requests for our global customer base
- Enriched existing services and developed new service concepts
- Calculated and optimised the service offering
- Presented and positioned the service to senior management in a highly consultative manner
- Collaborated across the line of business (LoB) and global business units
- Managed project for internal change and migration projects between country and region



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CW Innovations LLC /GmbH – Germany, Austria, Switzerland and United States

2010 – 2015

Chief Operations Officer for Casewise – Germany, Austria, Switzerland (2010 – 2015)

- Manage marketing campaigns, proposal processes, and service delivery methodology
- Active in the industry via speaking engagements, attending industry conferences, and writing articles
- Identify trendsetter ideas by researching industry, events, publications, and announcements
- Support software solutions development and delivery
- Develop a sales plan for territory and management of plan execution
- Interface with new and prospective clients to foster new business processes
- Secure new sales and manage software renewals
- Produce high-quality tenders, RFIs, RFPs and proposals
- Lead professional services to clients and partners
- Develop and execute new market strategies, including website design and social media campaigns
- Build and foster the company's eco-system (Customers, Partners, Analysts, Vendors)
- Facilitate workshops in support of Enterprise Architecture and Business Process Management
- Manage the development of new software solutions, customer requirements, design specifications, customer collaboration, and software development

Business Development Manager – United States, Worldwide (2012 – 2015)

- Enhance organisation reputation by accepting ownership for accomplishing different requests
- Identify potential partners, clients, and decision makers within client organisations
- Collaborate with partners, act as a channel manager and support their sales process
- Screen potential business deals by analysing market strategies
- Arrange and holding of presentations, inclusive the follow-up

Casewise LTD. - Germany, Austria, Switzerland, United Kingdom and United States

2005 – 2010

Knowledge Expert, US Consulting Team (2009-2010)

- Subject matter expert for business processes, enterprise architecture, governance, risk and compliance
- Provided direction and internal consulting services for New Jersey-based consulting team
- Managed operational support to pre and post sales processes
- Created new material for consultancy services and marketing presentations
- Developed solution portfolio specific to the US market

Product Manager (2005 – 2009)

- Prepared strategic roadmaps for the development of ITIL, SOX, MiFID, Solvency, Basel II and ISO standards
- Developed solutions and managed project with software development, sales and clients in worldwide
- Regularly met partners and customers to evangelise the Casewise compliance solution
- Collaborated with CEO to file a patent for company's Governance Risk & Compliance approach



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- Developed go-to-market strategy and technical aspects of new workflow solution “Corporate Synergy”
- Expanded and serviced the Casewise market in Austria
- Organised and participated in road shows and exhibitions in the United Kingdom and across Europe
- Community liaison for various forums (e.g. eTOM, ITIL, OpenGroup)
- Developed visualised Multilanguage ITIL model to correlate with frameworks and compliance regimes
- Supported international sales teams and partners with product knowledge, methodological implementation expertise
- Implemented ISO/EN 9001 and ISO/EN 14001 (Quality-, Environmental Management System) at Casewise UK and France with successful accreditation

Schindlwick Consulting International – Germany, Austria and Switzerland

1998 – 2005

Founder & Owner

- Led marketing, sales, consulting and solution development
- Implemented 70+ management systems (Quality- and Environment Management)
- Performed process improvement workshops and trainings for ISO/EN 9001/14001
- Managed implementation projects from process modelling, training, and internal and external audits
- Communicated with public agencies for public funding of management systems
- Developed analysis tool for automated process cost calculation based on “Corporate Modeler Suite” tool
- Supported Casewise Ltd. in international installations, workshops and training

Additional Employers – Austria and Russia

1990 – 1998

Management & Operation Roles

- Led new operational and IT structure for joint venture printing office in Moscow and Vienna
- Built new quality assurance department and trained employees on higher standard printing products
- Managed operations, shift planning in print and publishing company
- Performed cost calculation, proposals, and production controlling in printing offices



Business and Technical Skills

During the last 20 years working in various roles around the analyzing, documenting and optimizing the application architecture and working as service solution consultant for our worldwide client base I gained lots of different skills.

Business Skills

- **Management and leadership skills** - Set priorities, delegate, motivate and develop people, coach them to become top performers and communicate objectives and goals
- **Communication skills** - Get my point across, create a compelling presentation to support my goals and get buy-in for ideas, inspire others to achieve better results and demonstrate emotional intelligence.
- **Collaboration skills** - Develop a collaborative style to enhance team commitment and individual performance. Collaborate across Line of Business (LoB) and cross-stakeholders.
- **Critical thinking** - Approach problem solving logically, research options, avoid biases and focus on meaningful data to draw the right conclusions - even under pressure.
- **Financial skills** - ability to build a sound budget and formulate reasonable forecasts, build compelling business cases.
- **Project Management skills** - Development of product roadmaps, specified implement- and transition plans for our client- and internal projects. Management of project and program initiatives.

Technical Skills

- **Architectural design** – I documented the application architecture or business architecture with various tools (Visio, Word, Aris, Corporate Modeler, Enterprise Architect..). Depending on the customer requirements we used best practice frameworks i.e. ITIL, COBIT, APQC to benchmark the customer architecture
- **IT Training** – I trained the user in standard tool training, performed implementation workshops, and in-depth administrator training for modelling tools
- **Development of products** – For Casewise I developed much content according to international standards (ISO, ITIL, Cobit,...) where I used Excel VB6 programming language extensively.
- **Software Coding** – in 2003 I coded with VB6 a complete add-on for the Casewise toolset that was focusing on unit cost accounting. Later in 2003, I was developing an import/export tool for a different modelling suite called EITAM. Since 2020 I use MS Power Automate, PowerApps.
- **Website design** – since 2010 I have implemented various websites (product & company sites) using word press. Managed around 8 different domains and created lot of social media integrations.
- **Application development** – for our most significant customer we developed a web-based application (.NET 3.5, Power Apps) where I was responsible for managing the customer requirements and acted as single point of contact for our customer and our development department.
- **Software Tool Knowledge** – Advanced knowledge of all Microsoft products (Windows Server, SQL, SharePoint, Office Suite, Visual Studio, ...), Virtualization products (VM-Ware, Microsoft), CRM platforms (SalesForce, MS-Dynamics), ITSM platforms (ServiceNow) and basic knowledge of Linux systems and End2End website testing with Protractor and Angular from Google.
- **Blockchain** – during my MSc study but also during my support for Initial Coin Offerings (ICO) I collected knowledge not only of Blockchain, Hashgraph but also on many Blockchain applications which allows me to apply this new technology to the business needs and challenges.



Professional Development & Certifications

Degrees

- UAS Technikum in Vienna: **MsC in Information Systems Management** (2015-2017)
- The Open University: **MBA in Business Administration** (2002-2005)
- Higher Reproduction- and Printing Education: **Dipl-HTL-Ing.** (1997-1999)

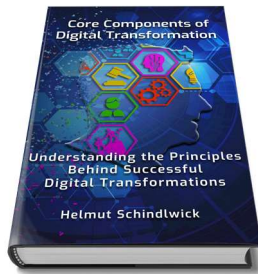
Certifications

- Various ServiceNow Certification: Certified Implementation Specialist (CIS-SAM, CIS-Discovery, ITSM), Certified System Administrator (2019)
- Scrum Master (PSM 1)
- MDQM – Master Data Quality Manager (2018), License Number: 2018080100
Electronic Commerce Code Management Association (ECCMA)
- Prince2 Foundation Certificate (2016), License Number: 04061120-F539
APMG International
- Information Security Foundation (based on ISO/IEC 27001) (2016), License Number: 5682471.20541085
EXIN
- COBIT 5 – Foundation Training (2016), License Number: 03988707-01-L8HX
APMG International
- ITIL v3 Foundation Training (2016), License Number: 5682471.20533362
EXIN
- Close that Sale (2009)
LDL Leadership Development, Ltd. – London, United Kingdom
- ISO 20000 Accredited Consultant (2007)
TÜV-Bayern – Munich, Germany
- ITIL v2 Foundation Training (2005)
ILX Group/EXIN – London, United Kingdom
- TÜV CERT Auditor – ISO 9000 (2004)
TÜV Management Service GmbH – Munich, Germany
- Quality Manager – QM/QMB-TÜV (2003)
TÜV Akademie GmbH – Munich, Germany



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Publications & Media Presence



Core Components of Digital Transformation

- Understanding the Principles Behind Successful Digital Transformations
- Available at Amazon: ISBN: 9798466762044
[Core Components of Digital Transformations: Understanding the Principles Behind Successful Digital Transformations \(English Edition\) eBook : Schindlwick, Helmut: Amazon.de: Kindle-Shop](#)



New Business Guides: IT-& Digitalisation Guide 2020

Publication in the German magazine, where I outlined on page 142-145, the importunateness of managing digital transformation based on best practice frameworks.

<https://go.schindlwick.com/DigitalisationGuide>



Research & Publication on Digital Transformation

What are the core components for digital transformation and what is the impact on organization and the society?

- <https://go.schindlwick.com/dt-research>
- <https://go.schindlwick.com/almamater>
- <https://go.schindlwick.com/asrjetsjournal>



IT Governance - How to reduce costs and improve data quality through the implementation of IT Governance

- Available mid of March 2017 at Amazon: ISBN-13: 978-1539535263, ISBN-10: 1539535266, Library of Congress Control Number: 2016921065
<http://schindlwick.com/sl/amazonitg>

Global Exposure

Austria ❖ Germany ❖ Russia ❖ Italy ❖ Switzerland ❖ United States ❖ Netherlands ❖
United Kingdom ❖ Bahrain