

# Curriculum Vitae

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## Urs Ziörjen

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Accomplished IT Manager with 20+ years in international companies. Proven track record in consolidating and re-structuring globally distributed IT organizations, processes and tools. Expert in IT outsourcing and cloud technology, in harmonizing IT infrastructure, in IT operations and application management and in implementing complex IT systems such as ERP solutions and Enterprise data architecture (Kafka, AWS Greengrass).

Long standing experience in Swiss Digital Banking, transactions and payment business. Strong affinity of data models, formats, security and data privacy

I am a delivery manager in a fast and agile environment. Able to build up and execute IT Service Management, Change- and Release Management, Life Cycle Management, Application Portfolio Management and operate incident response team in a resilient IT-Infrastructure

### Last positions / Leadership

05.2010 - dato	Interims Manager and Program Manager (Ziörjen Informatik GmbH)
2007 - 2010	CIO and Lead Software development (C-Channel/Crealogix)
2003 - 2007	Team Lead Change- und Release Management (Swisslife)
1989 - 2003	IT-service technician, SW-developer, Consultant, Lead IT

## Vita and Work Experience

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05.2010 - dato

### Zioerjen Informatik GmbH

Founder and owner

#### Mandates

- CIO ad Interim. Recovering an IT-Department after a cyber attack  
Redefine IT-Service Management and improve IT security in Access Management, network and Azure Cloud. Introduce cyber defence center (CDC; ISMS, IDS, ATP, DLP). International with 800 employees
- Projekt Manager Post-Merger & Akquisition. Integration of a new company with 400 employees in a standardised IT-Infrastructure (Applications, WAN, LAN, Server, Client, Operation, ITSM)
- Project Manager and Scrum Master introduce Enterprise data architecture with Kafka and AWS-Greengrass for IoT  
4 Employees / 2 Mio Project budget / Duration 1 year
- Program Manager to build up a new domain and datacenter. Introduce company wide network solution and workplace management. Implement and execute strategy and roadmap for IT service management and a process-oriented IT-Organisation. Evaluate and integrate new backup solution.  
Lead up to 50 employees / 5 Mio Project budget / duration 2 years
- Project Manager Integration and Data Migration in payment. Introduce new billing and debit solution and implement sourcing strategy  
4 Employees / duration 1 year
- Project Manager international IT-Outsourcing Project (Workplace Management WIN7, WAN/LAN; Integration ERP, IT-Servicedesk with Service Now)  
up to 20 employees / 3 Mio Project budget / duration 2 years
- Lead Software development department ad Interim  
Web application development Jira, Scrum, introduce operation, SLA Management, LCM and service desk (ITIL)  
7 Employees / 1 Mio Project budget / duration 1 year
- Project Manager implement and execute Life Cycle Management Team. Migration of 150 business application build on Oracle und MSSQL. Project Management by Hermes (ISDS-concepts, operation manuals, IT-architecture and security documents)  
Multi project management 8 to 20 employee / 3 Mio Budget in total over 3 years

#### Ergebnisse

- accomplished in build up teams in international companies
- Introduce methods like Scrum, Hermes and IT-Service Management
- Define strategy and execute process-oriented IT-Organisation in EU (DE, IT,GB,FR,LV,SK) environment
- Implement and operate resilient security measurements in Azure, Office 365, network and endpoints (CDC).

09.2007 - 05.2010

## C-CHANNEL / CREALOGIX E-Payment AG

With the acquisition by CREALOGIX Goupe C-CHANNEL become a new name and a new look&feel. In the same time also the system administrator canceled his job. I was promoted to Head of IT and had following additional responsibilities:

### Head of IT & Development

- Member of the IT committee within the CREALOGIX Holding
- Corporate strategy, overall processes IT Infrastructure –Project
- Ensure compliance with group policies and IT Guidelines
- Act as sparring partner for the Director Sales and CEO
- Responsible for IT-budget, supplier and contracts
- recruit, develop and coach IT staff. Teamlead of 10 Engineers
- Contact person for all IT and product related topics
- Responsible to migrate all products from C++ to .NET.
- Implement interfaces to swiss payment E-Banking platforms.
- Launching and Business Development of new Products like CLX.PayPen-Wireless, CLX.PayMaker and CLX.ArchiveBox.
- Technical responsible for all products within C-Channel.
- Working in different projects as architect and project leader
- Working close together with Support, Sales Management and Executive Board

01.2004 - 09.2007

## Swisslife

### Team lead Change- und Release Manager

- Working as the "right hand" of the Development Director, I was responsible for Change & Release Management.
- Project Management to improve and automate the Change & Release-Mngt Processes using HP Quality Center End-To-End Testing und Abnahme der Changes für den Betrieb

06.2000 - 12.2003

## IPT

### Senior Consultant

- Developemnt with JAVA, XML/XSLT, HTML using BPM and ETL Tools
- Worked as Senior Consultant in different Projects and gaining extensive experience in various technologies and methods.
- With high focus on the insurance and financial industry. Some Keywords: BPM, SOA, CORBA, SAP Integration, DataMigration etc.

01.1997 - 05.2000

## SEGA / SIS

### C++ Developer / Project Manager

- C + + Developer, covering OO world and UML. SWIFT Message handling system for security settlement & custody. Establishment of the SIS website with Java and HTML coding.
- Project Manager – integrating AS/400 technology to the homepage of SIS (PKI and CORBA infrastructure).
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07.1995 - 12.1996

## Orell Füssli Security Documents

Personalisierung von Kreditkarten, EC-Karten, Clubkarten etc.

System engineer / IT Manager

- responsible for office equipment, network and the AS/400 mainframe..
- The launch of EC-card cash functions required the acquisition and integration of new devices to label this type of card.
- Development of a new data center, based on Novell, Oracle and Windows client integrating production facilities and AS/400..

04.1985 - 07.1995

## Swissair

Apprenticeship / Service technician

- First experience with computers as a Service Technician. I became responsible for the introduction of new global ticketing and boarding systems

## Initial and continuing education

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### Studies

2013 - 2015	Executive MBA in General Management (HWZ)
1997 - 1999	Wirtschaftsinformatik II, Eidg. Dipl. Wirtschaftsinformatiker (SBS)
1992 - 1995	Informatik Techniker, Eidg. Dipl. Informatiker TS (STFW)

### Qualifications

2019	CAS Cloud Computing
2018	SAFe Agilist
2018	DSGVO Foundation
2017	TOGAF 9
2013	Hermes 5 Advanced
2013	ITIL Foundation
2012	IPMA C
2010	SCRUM Master
1991	First certificate in English

### Language

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German	native
English	Business fluent
French	Basic

### Persönliche Angaben

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Date of birth	17. January 1968
Nationality	Swiss