

Johannes Hennekeuser

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SENIOR IT MANAGER

Experienced IT manager with Banking and Consulting background who manages Organizations through Change

- **Studied** Computer Science & Business Administration
- **Worked** in Consulting, IT, HR, Services and Banking
- **Experienced** in business Turn-Around, Setup and Implementation of Organizations and Change
- **Skilled** in General Management, Account & Customer Management, and Project & Portfolio Management
- **Interested** broad-based, bridging Business and IT
- **Proficient** Speaker and Communication Expert who inspires for Performance



Navigating Organizations through Digitalization

Digitalization is disrupting business models everywhere. As a technology enthusiast I see the opportunities that this brings. The challenge, however, is not technical but much rather in changing people and organizations.

I am a manager who inspires people for performance and who moves organizations. As a passionate triathlete who prepares with a structured training plan and paces himself with his smartwatch, I know how to quickly adapt to unforeseen changes, demonstrate perseverance when it gets tough, and push out boundaries to successfully cross the finish-line.

My interests are broad-based and go beyond technology. I effectively bridge to the business-side and focus on the art of management as a profession. In my 20 years of global work experience I lead organizations to solve issues where IT is strategic. I am able to confidently work in small as well as in matrix-based organizations where I think and act multi-dimensionally.

When managing through uncertainty and change, I focus on the big picture while delegating the details. Before finalizing decisions, I align them, and then make sure that we strive for the best. I like to bear responsibility and I lead my people with trust. Once in motion, I engage fast and with passion, take along everyone by communicating convincingly, and then drive it all the way to completion.

Personal Details

- **Born:** 16. September 1967 in Germany
- **Family:** Married with two children (9 and 11)
- **Nationality:** Swiss and German, Swiss Heimatort: Greifensee, ZH

PROFESSIONAL EXPERIENCE

- 2017 ♦
- Chief Service Delivery Officer & Member of the Executive Board (GL)**
AdNovum Informatik AG, Zurich, Switzerland
- **Main achievement:** Built up a service and support organization from scratch and digitalized processes while at the same time successfully providing highly client-tailored operations services for the agile driven leading Swiss mobile payment solution.
 - **Approach:** Defined a service-oriented strategy and inspired staff and peers to follow. Hired extensively and put in place new organizational structure and operating model. Enabled the implementation of cloud-based tools and processes to professionalize and automate services and broadened the offering portfolio.
 - **Role:**
 - Head of the service, support and application management business unit with revenues of CHF 15m annually and responsibility for software maintenance and IT operations for internal and external clients
 - Member of the executive board with responsibility for strategy, market development, operations, and management of a team of 40 professionals and 80 service level agreements (SLAs) for external clients
 - Operations and maintenance of the Swiss mobile payment application TWINT
 - **Special Projects:** Line management assessment and design and definition of job roles
- 2015 ♦

- 2015 ◆ **Head Production Services (Private Banking global and Region Switzerland)**
Credit Suisse, Information Technology, Zurich, Switzerland
- **Main achievement:** Designed, implemented and ran a central ITIL-aligned support organization globally for all business banking applications, incl. process and organizational design, organizational change transformation, digitalization, global operation and governance.
 - **Approach:** Developed a vision for support out of a business perspective. Defined roles and responsibilities and negotiated their extraction out of the existing development organizations. Put in place structures and processes and lead people to deliver professional application support services globally leveraging digital automation tools.
 - **Role:**
 - Responsible for application support globally (~1'200 e-banking & transaction applications) including 1st and 2nd level support, incident and problem management, service level management, and change and deployment management
 - Management of 250 internal and external personnel, and a budget of CHF 60m p.a.
 - Member of the Swiss IT Executive Board with responsibility for incident management including risk and compliance as well as IT operations and business continuity
 - **Special Projects:** Assessor of the Swiss Assessment Center and Line Management assessor of Director promotion candidates
- 2010 ◆
- 2010 ◆ **Head Software Engineering and Environment Management (Credit Suisse IT)**
- **Main achievement:** Established professional software engineering unit and made global B2B core-banking interface highly reliable. Planned and managed stability project, including steering of a global governance. Enabled the bank's outsourcing plans by putting in place a synthetic test and development environment.
 - **Approach:** Identified destabilizing root-causes and then addressed those by implementing strict ITIL processes, jointly agreeing with business on a change policy, and installing a system architecture for high-availability to enhance system stability. In parallel, increased team morale by working on attitude and mindset. Put in place a strategic partnership with offshore-vendor, and implemented a proof-of-concept to gain organizational backing enabling changing the software development approach.
 - **Role:**
 - Responsible for engineering and operation of the bank's highly critical single global financial messaging hub connecting the bank to all international financial networks (SWIFT, SIC, etc.)
 - Responsible for implementation of virtual application development and test environment enabling offshore software development and testing
 - Management of a team of 80 internal and external, partially off-shored software engineers and project managers
 - **Special Project:** Main speaker at the Welcome Day talking about strategy & organization
- 2007 ◆
- 2007 ◆ **Head Security Technologies (Credit Suisse IT)**
- **Main achievement:** Combined isolated security initiatives for the Swiss bank into one engineering unit and delivered several security enhancement projects for the bank's internal and external systems, thereby solving multiple audit issues and ensuring compliance to FINMA guidelines.
 - **Approach:** Fostered close relationship with corporate audit department, focused on compliance, and systematically eliminated risk using a determined, focused and rigorous management approach and tight project management.
 - **Role:**
 - Responsible for security engineering of all IT security systems, steering the bank's security initiative portfolio, and reporting to the Swiss Risk & Compliance board
 - Management of a business unit of 60 internal and external security specialists and project managers, and steering of several company-wide strategic security projects
 - Interface with business customers, the Chief Information Security Officer, and security architecture to define strategies and manage the initiatives portfolio
- 2005 ◆
- 2005 ◆ **Head Management Services (Credit Suisse IT)**
- **Main achievement:** Co-managed a strategic organizational change project to reorganize 1'200 systems engineering and IT production employees, and successfully managed divisional software budget of CHF 100m.
 - **Approach:** Created a close partnership with IT operations, designed a compelling joint vision, and used organizational change management methods to enable a fast transformation into the new organizational setup.
 - **Role:**
 - Chief of Staff and deputy department head for system engineering, responsible for finance, controlling, vendor management, contracting, quality management, process and project management, including management of a staff of 30
 - Responsible for management of complex, cross-departmental infrastructure projects, and enabling of the methodology and the career-path for project management in the IT division
- 2003 ◆

- 2003 ◆ **District Manager**
Sun Microsystems, Professional Services, Zurich, Switzerland
- **Main achievement:** Turned around service operations from a risky and loss-making business to a predictable and profitable professional services business.
 - **Role:**
 - Business and Operations Manager responsible for professional service revenues of USD 17m per year, delivered by 60 infrastructure and project management service professionals
 - Sales management, offering, contracting of services, margin management, steering of key projects, and management of customer relations
- 2001 ◆
- 2001 ◆ **HR Business Digitalization Consultant**
IBM, Consulting Group, Zurich, Switzerland
- **Main achievement:** Designed, built-up and successfully delivered a new services portfolio based on digitizing and transforming HR using web technologies and process redesign. Managed several business transformation projects digitalizing external clients.
 - **Role:**
 - Engagement and Project Manager of various client projects; duties included client relationship and project management, staff supervision of up to 10 professionals, and project content work in business transformation
 - Implementation Manager for the creation of a new business unit for e-business consulting; duties included design of strategy and structure, plan of organizational set-up, location search and re-construction management, design of skills profiles, and personnel recruiting
- 1999 ◆
- 1998 ◆ **HR Intranet Manager and Developer**
Motorola, SPS Human Resource IT, Phoenix AZ, USA
- **Main achievement:** Development and global roll-out of a web-based HR self-service system for SAP R/3 that digitalized process flows and significantly reduced process cycle time, improved process quality and increased customer satisfaction.
 - **Role:**
 - Managed the front-end design and development team of an HTML/Java-based HR transaction and workflow system for SAP R/3
 - Managed a world-wide HR Knowledge Management project and architected a system and processes enabling HR to share best practices globally
 - Implemented SAP R/3 HR Master Data and Payroll in the US, Asia and Europe and acted as international liaison for the worldwide project implementation
- 1996 ◆

EDUCATION

- 2011 **Swiss Finance Institute, Zurich, Switzerland**
Advanced Executive Program (AEP)
- Senior management program in strategy, organization, finance and banking
- 2007 **Stanford Graduate School of Business, Stanford, CA**
Stanford Executive Program (SEP)
- Flagship executive education program in business, management and leadership
- 2005 – 2006 **Academy of Applied Psychology, HAP Zurich, Switzerland**
Post diploma Studies in Organizational Change Management and Development (NDK)
- Course work in organizational design, change and development
- 1994 – 1996 **University of Southern California, Los Angeles, CA**
Hong Kong University of Science and Technology
Master of Business Administration (MBA)
Concentration: International Management
- Dean's List, GPA: 3.7, accepted invitation to join Beta Gamma Sigma Honor Society
 - Full-time merit-based scholarship of DAAD (German Academic Exchange Service)
- 1989 – 1994 **University of Heidelberg, Germany**
Master of Computer Science in Medicine
Concentration: Management Information Systems
- GPA: 3.6, invited to join selective Ph.D. program (declined in favor of MBA in the U.S.)

OTHER EXPERIENCE

- Since 2012 **Swiss Finance Institute**, Zurich, Switzerland
Lecturer
- Official lecturer on digitalization of the banking industry in several degree programs
- Since 2012 **Ramsauer Rednermanagement**, Munich, Germany
Keynote Speaker
- Professional keynote speaker on IT and Top Performance; experienced live moderator
- 1991 - 1994 **University of Heidelberg**, Germany
Teaching Assistant (Department of Business Administration)
- Designed a curriculum and taught Advanced Mathematics to business students
- 1991 - 1992 **Volkshochschule Stuttgart**, Germany
Computer Science Teacher and Lecturer for the City of Stuttgart's Adult Evening School
- Designed material and taught an Industry Association accredited class
- 1987 - 1994 **Bundeswehr, Mannheim**, Germany
Telecommunications Officer, First Lieutenant (German Armed Forces)
- Led, trained and managed a 30-man telecommunications platoon

ADDITIONAL INFORMATION

Publications:

- **Digitalization in Banking (2017):**
 - <https://www.linkedin.com/pulse/digitalization-critical-unique-case-banks-johannes-hennekeuser>
 - <https://www.linkedin.com/pulse/digitalization-banks-already-25-years-behind-times-hennekeuser>
- Two books on OS/2 (1992) and IT Networks (1994, 97), Springer Verlag, Heidelberg
- Knowledge Management in an e-business book (1999), FAZ-Institut, Frankfurt

Languages

- German: native
- English: C2 mastery

Spare time:

- Family, Alpine Mountaineering, Sailing, and playing Drums in a blues band

Passion: Triathlon

- 5 training sessions per week and a yearly 2-week intensive training camp
- 4 competitive events per year (in 2017 including Ironman 70.3, Gigathlon, Uster Triathlon)

Professional Profiles:

- LinkedIn: <http://linkedin.com/in/hennekeuser>
- Xing: https://www.xing.com/profile/Johannes_Hennekeuser

Website:

- <http://www.hennekeuser.com>

Availability:

- Flexible, negotiable

References:

- Available on request