

Tristan Roppel Dipl.-Inf. (Univ) Tristan Roppel, Kidlerstr. 36 81371 München
Phone: +49 / 015 222 937 550

Dipl.-Inf. (Univ) Tristan Roppel

Kidlerstr. 36
81371 München
Phone: +49 / 089 76704592 or
Mobile phone +49 / 015 222 937 550

Email: tristan@roppe.de

born on 26/12/1970 in Rosenheim

married, no children



summary

professional and personal knowledge and experience and skills

ITIL / ITSM / CRM / CMDB / List & Campaign Management

The programmer, consultant to the project I have acquired building studying computer science with a minor in economics, important knowledge and skills in the private sector.

certifications

ITIL / ITSM certifications (Professional Skilled Remedy Consultant 7.1), CRM certifications (Siebel in 2000, Siebel 6, Siebel 7) tested FNT CMDB supporter, Microsoft Dynamics Online Development, Adobe Campaign Developer, Adobe Campaign practitioner and certified project management methodology (PRINCE2) my horizons have expanded significantly.

Certifications as Google Data Manager (Hadoop, Big Data, ML, Tensorflow) show my will to familiarize myself with future issues.

aim

To my important personal characteristics include the ability to set goals and then achieve them together with my team / partner.

Tristan Roppel Dipl.-Inf. (Univ) Tristan Roppel, Kidlerstr. 36 81371 München
Phone: +49 / 015 222 937 550

RESUME

Professional experience:

Since March 2018

Avanade

Hard Employed as Senior CRM Consultant for Dynamics 365 for sales, services, marketing and field services. Configuration, Customizing and Development in C # using the Dynamics 365 SDK. Developing plugins, DataSource plugins Web Resources in JavaScript. Performing multiple PoC for several clients in Manufacturing.

Since October 2016 - **SHS VIVEON**

february 2018

Hard worker as a professional consultant. Participation in various CRM projects as a Microsoft Dynamics CRM Online Developer. Since November 2016 Collaboration as certified Adobe Developer Campaign and Practitioner in a List & Campaign Management. Project with a direct bank.

May 2013

Infosys Limited

September 2016

Hard Employed by Infosys as Lead Technology, 20% project management activities and 80% Entwicklertätigkeit. Stream lead for CMDB Operations, End-to-End Delivery CMDB Operations, handling incidents, incident, change and problem resolution management, customer communications and implementing client meetings, Delivery of suggestions for improvement.

September 2011-

SKY AG inUnterföhring

April 2013

Employed as hard Siebel administrator in the Support Center. Bugfixing Report, control of daily, monthly Siebel jobs, implementation of software releases, quality control of the Siebel Reports, control of the interface between ETL and Siebel.

July 2011-

Kabel Deutschland

September 2011

Hard worker with cable Germany as Siebel project (50% project management activities, 50% of development activity). Creation of release plans of the individual releases, detailed planning with consultation with IT-O, QS and the Department. Implementation of requirements of the department in a technical concept. Cooperation in technical matters with the department and business analysts. Scheduling for the upcoming releases. Program development for Siebel 8.1.1 (Siebel Communications, Media and Energy). Creating screen, applets and views. Surface design of each applet. Creation of business services, workflow and eScripting for applets and business components. Bug fixing for the 3rd level support. Creating jobs Assignment, EIM import and workflow processes. Preparation of reports for Siebel with Oracle BI. Programming interfaces to and from Siebel using Siebel Java Data Bean and Siebel COM objects in VB.Net. Creation of PL / SQL packages for the Siebel Administration

Tristan Roppel Dipl.-Inf. (Univ) Tristan Roppel, Kidlerstr. 36 81371 München

Phone: +49 / 015 222 937 550

June 2010 - **CSC Switzerland**

July 2011

Hard Employed by the CSC, project manager at the Federal verschiedenen Authorities (EDA, FBK). Line (of several ITIL projects conversion of CMDB from 7.0 to 7.5 for Remedy 7.5). Structure of Change, Incident and Problemanagements for the Software Suite BMC ITSM 7.5. Interface programming for the exchange Ticket data to and from Remedy in C, Java and Perl

June 2010 - **Freelance work in a project authorities**

december 2009

Import and maintenance of CI data in the CMDB 2.0, Digital

May 2009 - **Freelance work at the waterworks train / Switzerland**

June 2009

Remedy consultant for the development of interfaces through Web services, SOAP and Axis to SAP CRM

January 2004 - **Freelance work at C1-Consulting GmbH**

April 2009

Remedy Consultant for Siemens AG - Former SIS (Siemens Business Services GmbH & Co. OHG) technical project management group management in the field interface cable, Application Developer, Trainer

August 2001 - **Siebel Consultant at Synavant AG**

december 2003

IT consultant for the software suite ePharma, eLifeScience, technical project manager, trainer for the 1st and 2nd Help DeskSupport

March 1999 - **Consultant for analytical CRM and data warehouse**

May 2001 **Octane / Epiphany**

IT consultant for the Interaction Platform, IT consultant for the Data Warehouse Suite

June / 1998 - **Remedy Consultant for Dr.Materna GmbH**

March / 1999

IT consultant for Siemens AG ICN division 33, ICN 34 in the region Helpdesk ARS 3 and 4, Crystal Report Designer, IT consultant for the Interface Development

January 1996 - **Software developer for the Debis AG**

May 1998 System Consultant for Bayerische Vereinsbank, EADS

Tristan Roppel Dipl.-Inf. (Univ) Tristan Roppel, Kidlerstr. 36 81371 München
Phone: +49 / 015 222 937 550

STUDY AND VOCATIONAL TRAINING

November 1991 -Studies of computer science with a minor in August
1996Wirtschaftswissenschaftswissenschaften
Degree: Dipl.-Inf. (Univ)

April 2000 -beruflicher abroad in the US
January 2001 in Boston and San Francisco for Octane / Epiphany

EDUCATION AND MILITARY SERVICE

August 1981 - Ignaz Günther Gymnasium Rosenheim
July 1990Abschluss: general university

November 1990 -Ableistung of military service in the
November 1991Gebirgspionierbataillon 8 in Brannenburg / Obb

OTHER ACTIVITIES

1991 scientific to finance their studies
- August 1996Hilfskraft in the chair and Prof.Dr.Broy
Dr.Bernd Radig at TU Munich

ENGAGEMENTS AND ACTIVITIES

Lead a youth group for the CMK (Munich Club kayakers)
Skiing, mountaineering, basketball, judo
Member of SOS Kinderdorf, Slow Food Munich
Spanish language training (C1, Dele initial, medial Dele)
Russian language training A1.3 Volkshochschule Munich)

Tristan Roppel Dipl.-Inf. (Univ) Tristan Roppel, Kidlerstr. 36 81371 München
Phone: +49 / 015 222 937 550

Munich, 04.23.2019

HOW I GOT WHAT I AM

My personal and professional stays in various countries such as the US and Great Britain dominated, sustained my desire to work in an international company.

In 20 years, more versatile consulting experience, first as a software engineer and later as a project manager, I could work me a very good overview of the Zusammenspiel of different areas in a company.

With IT requirements at each level, CRM, ITSM, interface design, digital marketing, List & Campaignmanagement I am very familiar.

Professional Requirementanalyse and implementation in optimal software design, strong quality consciousness and highly motivated, goal-oriented approach I have found in several international projects to the test.

Team spirit, perseverance and willingness to characterize me as well as my ability to take good contact with other people to move together with you something to achieve.

Tristan Roppel Dipl.-Inf. (Univ) Tristan Roppel, Kidlerstr. 36 81371 München
Phone: +49 / 015 222 937 550

facilities

- Certificate C1 Consulting
- Certificate Siebel certifications
- Remedy certificate certifications
- Certificate Epiphany certifications
- Certificate Campaign Adobe certifications
- Certificate Microsoft Dynamics certifications

Tristan Roppel Dipl.-Inf. (Univ) Tristan Roppel, Kidlerstr. 36 81371 München
Phone: +49 / 015 222 937 550