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I would like take a moment of your time in order to give you a snapshot of some of my accomplishments and how my professional experience and skills might be put to use in the future.

I think you will see that I can work well as a troubleshooter to resolve complex problems and I am able to think creatively to find and implement solutions.

I know the IT industry and have proven that I am a strategic thinker that can work cross-functionally across geographic and cultural boundaries.

My work experience includes successful positions **as IT Director, IT Customer Service Manager, and IT Program and Project management.**

In my role as **Customer Service Manager** for Eastern Europe and Russia at Teradata some of my recent accomplishments include:

- Expanded Customer Service base 120% between 2008 and 2009
- Created a process improvements that resulted in saving 800,000 USD
- Developed remote model utilizing engineers in other countries to support EE market entrance - resulted in a savings of 20%
- Implemented standard service and support procedures
- Developed Teradata Emergency Response Plan for customer
- Led an initiative to save over \$1.5M annually in telephone costs for 40 countries
- Solved complex and difficult issues with support and logistics across the area
- Every project completed with a satisfied customer

In my role as **Marketing and Sales Product Manager** for DHL -

1. Took over a Marketing and Sales domain of 35 products then valued 4M €, including the **primary CRM system** for DHL. Presently have over 30 bids to DHL internal customers in the pipeline with over 12 M € in projected orders for 2007. These include a DanzSale CRM Global L1 and L2 service and support contract and hosting for SCX, CBJ and PRG data centers. Responsible for design, offer and negotiation of the global SLAs, and designed the global support structure (24x7 "follow-the-sun") to support it. Total DanzSale Run and Build will be over 12 Mil € in 2007 up 300% from 2005.

As an additional duty, as part of the Exel integration successfully managed the integration and rebranding of Exel logistics, a global 120K employee logistics company with over 175 web sites, including www.exel.com into 225 DHL country web sites and the www.dhl.com global site within four months of the announced acquisition by Deutsche Post.

Stakeholders included the CIO DHL IT Services, Senior Vice Presidents sponsoring the project; the US based technical staff that designed the initial technical standards, the technical teams deployed globally, the Directors of IT in each of the 225 countries, The DHL Data Centers in Scottsdale AZ, Prague, CZ, and Cyberjaya, Malaysia, CEOs of each of the respective global business units inside of DHL and DPWN Corporate Center.

2. While working as a **Infrastructure Program Manager** in DHL/ Deutsche Post World Net I was responsible for a variety of projects and programmes with dozens of international, geographically and culturally diverse stakeholder groups, both on a managerial and technical level.

In one example, I resolved standards for WebSense internet usage monitoring software so it could be successfully deployed globally for DHL IT services with connection to over 225 countries, despite their differing Data Protection and Employee privacy rights.

Stakeholders included those mentioned above, plus the various European Union groups representing employee data protection rights and legal counsels from Bonn Corporate Center, representing the interests and liability of Deutsche Post World Net.

I proposed significant changes to the initial proposal that gained cross boarder stakeholder buy in necessary to save the US centric project that was being rejected by EU managers and corporate legal counsel.

My intent was to modify the initial technical specifications and the resulting output so that data could be collected anonymously in the EU and Asian countries, while still collected fully in the USA in accordance with US Laws, maintained the initial intent of the system for North America while protecting the company from liability and worker claims in the rest of the world.

My plan to modify the initial design was approved by the DHL international senior IT steering committee and implemented globally.

This solution required a though knowledge of the systems architecture and a creative problem solving ability in order to customize the system, write and direct specifications for data extraction and parsing, then recombining the extracted data into comprehensive and meaningful reports that could be used Globally through out the organization for network management, traffic analysis, bandwidth optimization and cost forecasting.

3. As **Infrastructure Program Manager**, resolved and arbitrated long standing disputes between the Global, European and Corporate Center design teams for policies and procedures relating to global standards for the world wide Microsoft Active Directory infrastructure.

As DHL had grown quickly through acquiring dozens of other companies, each with its own networking policies and procedures there was a strong need to supervise the integration of policies and procedures for Active Directory so

that employees around the world could communicate and share resources seamlessly.

I managed the arbitration of disputes and conflict resolution in order to oversee the development and acceptance of a global active directory standard in a company of 130,000 employees in 225 countries.

This collaboration resulted in the adoption of standards required to connect all users world wide with Deutsche Post World Net HQ in Bonn, Germany and with each other.

4. In 2005, Following orders from Deutsche Post World Net HQ in Bonn, Germany to share all data resources world wide within three months, I quickly put together a team of technical staff and project managers spread through out the world in order to upgrade all legacy windows 2000 servers to windows 2003 and to create forest trusted between all corporate disparate Microsoft networks.

As the principle program manager my role was analyzing, planning, and coordinating the upgrade world wide of all windows 2000 servers to Windows 2003 and deploying forest trusts through the diverse infrastructure landscape of DHL in 225 countries.

The result was in less than three months, 57 servers spread out in 14 countries, supported by diverse teams with independent budgets and reporting structures, upgraded their servers and were joined together to share their users and resources globally.

5. As **Global Product Manager** for Enterprise Content Management designed and managed my subordinate Subject Matter Expert, an ECM project manager and support staff on three continents to field an ECM system globally based on FileNet P8, including secure access control, work flow customizations and authorization, as well as web publishing of content.

Launched a ITSC Prague Professional Services web site integration project that seamlessly integrated the FileNet Enterprise Document Management System into the DPWN Intranet website, allowing every department in DPWN world-wide to automatically publish their documents stored in the FileNet system to their department Intranet web sites, without the added expense of additional FileNet user licenses.

Prior to DHL, I was the **Assistant Director of IT** at Radio Free Europe / Radio Liberty. In addition to special projects;(designing and building the activity directory infrastructure, transitioning the company to Microsoft Windows, and designing the first company web site) I ran a 20 person help desk providing operational support to over 1600 employees globally, but primarily in Eastern Europe and the former Soviet Union for over eight years.

Regards,

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