

## CURRICULUM VITAE

### RICHARD GINNOW, PRINCIPAL CONSULTANT

Richard Ginnow is a principal consultant with broad experience in business and IT related environments gathered over more than 20 years. With outstanding abilities in Project and Change Management, Business and Technical Analysis, it is his intention to continue bringing success to enterprises by enabling and improving their governance and IT.

As a fast learning professional, he is very capable of quickly getting up to speed in international, multi-cultural and multi-technological environments. He has a great affinity to the efficient structuring of processes based upon business needs and strategic inputs.

## ADDED VALUE FOR YOUR PROJECT

- Management of very large international, multi-cultural projects
- In-depth knowledge of project management methodologies and their practical usage
- Excellent knowledge of Change Management and Post Merger Integration



Richard was born in 1970 and resides in Mettmensstetten.

### ADP Analyse Design Planung

We make projects. Across all borders and cultures. We deliver your innovation, bringing your change to your organisation. Everywhere necessary. Internally and externally.

ADP values excellent project methodology, since 1999. Our consultants augment this with significant experience, professional and individual.

We connect your team members and communicate at all levels, with passion and dedication.

Inquisitive? More? Visit us or our own project methodology at [adpag.ch](http://adpag.ch) or [probox.biz](http://probox.biz).

## ADP ENGAGEMENTS

- Mar 16 - SENIOR PROJECT MANAGER Roche Diagnostics, Rotkreuz/Mannheim  
today  
>15 months
- Reorganisation of the Global Customer Support department with more than 550 employees based in 9 countries. Included:
- Management of department leads for the analysis of existing organization and processes.
  - Design of the future organization with the department head
  - Coordination with Human Resources and collaboration with diverse local workers' councils.
  - Shaping of motivational Change Story for the communication to the organization.
- Management of multiple projects for the Project Management Office in the areas of Product Management and Authoring. This engagement included:
- Project 'ACP': Implementation of a new Authoring & Collaboration Platform (ACP) for instrument user documentation for end customers.
  - Project 'iSDoc': Enhancement of the Authoring Platform for instrument service documentation (iSDoc) for worldwide field engineering.
  - Project 'iSDoc Touch': Implementation of a new solution for touch devices (tablets & smartphones) for responsive service documentation for over 7,000 field engineers and support representatives.
  - Project 'PIM eServices': Enhancement of an existing Product Information Management (PIM) platform for user documentation and notifications for end customers.
- Nov 16 - PRODUCT MANAGER ADP, Zurich
- Mar 16 - Development & improvement of the internal project management methodology, incl. standardised models for project communication and project marketing for various customers.  
5 months
- Feb 15 - MANAGEMENT CONSULTANT Roche Diagnostics, Rotkreuz
- Oct 16 - Consultation for and cooperation with an Executive Board Member (Medical Affairs) on project management and methodologies for different projects within the Swiss Affiliate of Roche Diagnostics.  
9 months
- May 13 - SENIOR PROJECT MANAGER Roche Diagnostics, worldwide  
Jan 15  
1 year,  
7 months
- Management of multiple projects for Roche Diagnostics International in the area of global Case Handling for the change program 'Aurora'. Included organisational changes for more than 3,000 employees globally, implementation of a new case handling IT system for 200 users, and deployment in the organisation. The Project affected over 20 countries and all Business Areas within the global Case Monitoring and Resolution organisation. This engagement included:
- Project 'Process': Redesign of business processes and implementation of the revised Divisional Standard.
  - Project 'Case Handling System': Crisis management and turn-around of the IT system implementation, incl. replacement of the vendor with Salesforce.com. Introduction of an agile development approach.
  - Project 'Reporting': Introduction of a new reporting landscape, incl. implementation of a new DWH platform (BI Marketplace).

- May 12 - SENIOR PROJECT MANAGER BANK-now/Credit Suisse, Horgen/Zurich
- Apr 13  
1 year Management of multiple IT projects for BANK-now, owned by Credit Suisse (CS). CS is the exclusive IT provider (platform & services) for BANK-now. This included:
- Project 'AR5.1 HWMOVE': Due to audit and security findings, the whole IT platform had to be moved into a secure CS environment. Responsible for the move of approx. 70 servers, 40 services and 9 DBs, incl. coordination of internal and external vendors (e.g. TIS, Citrix, CIC). Project size: 400 kCHF, 400 person days.
  - Project 'AR6.0 DISPO Plus': Introduction of the product "Dispo mit Karte" in cooperation with Credit Card Issuer (Swisscard) and application vendor (CIC). Analysis and design of automated business processes for the exchange of master and transaction data. Realisation of additional Change Request with CS. Project size: 2 mCHF, 2'000 person days.
- Mar 11 - SENIOR PROJECT MANAGER Swisscard, Horgen
- Mar 12  
1 year,  
1 month Management of multiple projects at major Swiss Credit Card issuer, owned by Credit Suisse and American Express. The engagement included:
- Project 'COSy': Implementation of a Consumer Online System (COSy) for cardholders. The System enables the display of products, transactions, statements and customer self-service on an internet platform. Definition of architecture in a heterogeneous environment (CRM, ECM, BPM, ODS, DWH, OCE, D/CMS etc.), requirements analysis and solution design, preparing the solution build and testing. Coordination of several vendors. Project size: 5 mCHF, 1'500 person days.
  - Project 'M&M': Introduction of a new product for MasterCard PayPass and Swiss Miles & More (M&M) and technology (Contactless Credit Card) into the Swiss market. Coordination of several vendors (e.g. TSYS, MasterCard, Trüb).
  - Project 'Securo': Technical coordination for the implementation of a securities lending strategy in collaboration with Credit Suisse.
  - Other: Consulting and implementation of IT Project Management, iterative strategies and methods. For example: established and designed architectural and component solutions in UML on Enterprise Architect; implemented project governance and related ITIL processes; and set up MS Project Server to support the implementation of Jira.
- Jun 10 - CUTOVER DIRECTOR Bank Coop/Basler Kantonalbank, Basel
- Jan 11  
8 months Supporting the critical phase of the implementation (cutover) of a core banking platform (Avaloq). Planning, preparing and directing the cutover e.g.
- Structuring and preparing the Sequential Operating Diagram, a precise schedule of individual activities, considering their dependencies throughout the organisation.
  - Defining and preparing the organisational structure & operations for the cutover.
  - Assuring concern-wide communication during the cutover, regardless of medium: SMS, email, Intranet, meetings etc.
  - Planning emergency procedures and scenarios for rollback and for fall-back.
  - Managing all 600 cutover activities as performed by both internal and external resources. Comprised of a two-phased approach on a 24/7 basis.

- May 10 - PROJECT MANAGER CSS Insurance, Lucerne
- Apr 09  
1 year,  
2 months
- Management of multiple Projects and Post Merger Integration, incl. Change Management for an Insurance Company, e.g.
- Programme 'Input', Commissioning & E-Business: Responsible within the Change Programme "Input" for the business integration of Commissioning (Entschädigung) and E-Business.
  - Project 'V6UG': Management of all activities at CSS for the replacement of an insurance offering and policing platform (UVG/UVG-Z & KTG) in cooperation with external vendors (SUVA, BBT, Swisscom).
  - Project 'Matchmaker': Coordination of the implementation of a life insurance training and offering system (ELV) with an external vendor (Zurich Insurance).

- Feb 07 - PROJECT MANAGER Liechtenstein Global Trust, Vaduz
- Mar 09  
2 years,  
2 months
- Supporting the Project Management Office of a large, strategic Project (Avaloq Implementation) for a core banking system replacement. Responsible for:
- Coordination of all project management activities and coaching of more than 25 project managers in Planning and Estimating, Reporting, Forecasting, Communication, Risk and Resource Management.
  - Implementation of Enterprise Project Management (EPM), incl. organisation processes, system implementation and training of project managers. Thus, ensured that a comprehensive Project Controlling was established and run.
  - Setting up and establishing the Project Management Office (PMO) and defining all relevant processes.
  - Assisting the Test team during test phases and defining relevant methods and processes for Regression and End-to-End testing.
  - Assuring the quality of all customer mailings and of the Client Output Management System (COMS) in general. Also, responsible for obtaining approvals from various involved committees and stakeholders.

## OTHER PROFESSIONAL EXPERIENCE

- Mar 03 - SENIOR CONSULTANT, PROJECT MANAGER Logica Consulting, Zurich
- Feb 07  
3 years,  
11 months
- Senior Consultant: Working for international customers in the banking area as Project Manager and Analyst. Project Manager, for example, for an international investment bank based in Switzerland, responsible for a cross divisional 'Disaster Recovery' programme which included several subprojects such as data centre, building construction, remote access, escalation & incident management etc.

Secretary of the Board: Internally accountable for Marketing, Business Development (Business Planning and Due Diligence), Post Merger Integration, Resource Management, Contract Management, Presales activities and client presentations.

- Mar 02 - CONSULTANT, PROJECT MANAGER ADP, Zurich
- Feb 03  
1 year  
Various assignments in the telecoms, industry, sports, and internet sectors. For example, as Project Manager and IT Analyst for UPC for complex international projects. Planning and establishing Service Support and Service Delivery according to ITIL, evaluation of disaster recovery partners, structuring and negotiation of SLAs, introduction of Change, Configuration and Release Management. Managing staff in Testing and enhancement of procedures and workflows, Requirement Management and Stakeholder Management with several departments etc.
- Jun 01 - CRM & PERFORMANCE MANAGER Telefonica, Zurich/Madrid
- Mar 02  
10 months  
CRM Manager: Analysis of existing systems in the Spanish headquarters to determine their suitability for supporting the business plan for Switzerland. Included: evaluation of CRM platforms, researching Swiss market requirements and processes, planning, structuring and management of the IT CRM department in cross-European collaboration, assisting with the business plan for Switzerland and advising on the overall European strategy.
- Performance Manager: Establishing and management of the Performance Management department, ensuring: business development, business intelligence, and quality assurance. Responsible for the creation of policies for the Service Centre, partner management, and revision of the CRM business plan.
- Jul 00 - IT & OSS MANAGER UPC, Zurich/Amsterdam
- May 01  
11 months  
Establishing and management of the IT & Operating Systems. Partner Management, i.e. evaluation and cultivation of suppliers, and international contract negotiations. Strategic IT planning and structuring for the company.
- Mar 97 - PROJECT MANAGER & SYSTEM ENGINEER UBS Investment, Zurich/London
- Jun 00  
3 years,  
4 months  
Coordination of a global advisory team and management of international projects in the area of Trading & Risk Management. Implementation of internal business processes, and their simplification via automation.
- Feb 95 - NETWORK & SYSTEM MANAGER Intrum Justitia, Zurich
- Mar 97  
2 years,  
2 months  
Project management in a heterogeneous network & system environment. Promoted new technologies and carried out maintenance and improvement of the environments. Ensured cost transparency of the Support & Maintenance department.

## EDUCATION & SKILLS

Native	German
Fluent	English
2015 - today	University of Applied Sciences, Basel, Lecturer/Teacher for Innovative Topics
2012 - 2013	University of Applied Sciences, Olten, CAS Coaching
2006 - 2009	University of Applied Sciences, Olten, MAS Psychosocial Management
2002 - 2006	Institute for Learning Systems, Hamburg, BA Psychology
2000 - 2001	School of Business Economics, Zurich, CAS Business Admin
1996 - 1999	School of Computer Science Engineering, Uster, BSc Computer Science
1992 - 1995	University of Applied Sciences, Winterthur, BSc Electrical Engineering
1995 - today	Numerous Certifications Scrum, PMP, Cortex (acc. to PRINCE2), Management 3.0, IREB, IQBBA etc.

Function	Sector	Experience	
Project Management, Planning & Forecasting	Finance, Telco, HC	Excellent	20 years
Change Management, Enabling Organisations	Finance, Telco, HC	Excellent	12 years
Process & Method Implementation, Optimisation	Finance, Telco, HC	Good	12 years
Business & Technical Analysis	Finance, Telco	Good	10 years
Training & Coaching	Several	Good	8 years
Requirements Management	Finance, Telco	Good	6 years

Business	Sector	Experience	
Case Handling and Escalation	Health Care (HC)	Excellent	3 years
Instrument Authoring and Documentation	Health Care (HC)	Good	2 years
Trading, IB Risk Management (RM)	Finance	Good	2 years
Client Relationship Management (CRM)	Finance	Good	2 years
Client Output Management (COMS)	Finance	Good	2 years
Portfolio Management (PM)	Finance	Good	1 year
Operating Systems & Services (OSS)	Telecom	Good	1 year

Technical	Sector	Experience	
IT Infrastructure & Implementation	Finance, Telco	Good	10 years
IT Transition & Outsourcing	Telco, Health Care	Good	3 years