

CV Christoph Heller, PMP



Management Summary

As a PMP-certified Program-, Project Manager and Senior Executive Consultant I provide 19 years of experience in successful Project and Program Management for large and medium sized companies with leadership up to 200 project members.

I offer professional Consulting and Services with focus on...

- Program- and Project Management - national and international (with special knowledge in the financial segment like insurance and banking) in agile, hybrid and „waterfall“ projects
- Digitalization of business, processes and organizations
- Business analyzation and conception
- Business Intelligence
- Acting as interface between business and IT units
- Business processes in segment financial services
- Moderationen, Audits, Coachings, Trainings

Available from: January 2019
Fulltime/Part-time

Price per hour (all in): depending on location, duration and task. Just ask. We will find a solution that fits for all entities

Name, Prenom: Heller, Christoph

Citizenship: German

Languages: German (first language)
English (business fluent)
French (basics)

Education: Studied information scientist
International Project Management
PMP since 2007 (Project Management Prof., ISO 17024)

Important note: No risk of „Scheinselbständigkeit“ due to the fact that I am an salaried CEO of my own GmbH with also further employees.

Great expertise in a wide area of projects

March 2017 - now

Senior IT Project Manager Insurance Risk Management (Cat Risk)

Allianz Global Corporate & Speciality (AGCS, Allianz Gruppe)

Project language: English and German

Location: Munich, Bavaria

Role: Senior IT Project Manager for two projects (NatCat and GIS)

Tasks

- Managing of IT aspects of the two projects
- Fully responsible and accountable for all IT relevant activities
- Coordination of IT workstreams (architecture, infrastructure, development, Test, Training,...)
- Creation and implementation of roadmap, target architecture, IT application landscape.
- Successful execution and finalization of all IT relevant project activities in-time, in-scope, in-budget and in-quality
- Project monitoring
- Management of dependencies, risks, issues
- Management of specific dependencies to another program that is strongly interlaced with our project
- Staffing, onboarding and managing the IT resources for Development and Test
- Alignment of IT topics with overall plan
- Stakeholder management in a international and heterogenous environment incl. Re-insurance and multiple IT Providers

The project is about the extension of the Target Operating Model IT Architecture. Coming from a single provider transforming to a multi provider IT architecture for the risk modeling of natural catastrophies and terrorism. The nat cat risks are: Earthquake, flood, storm, hurricane, typhoon and more.

The second project is about the furnishing of a geographical informations system (GIS) for the client. This is being done with the internal IT service provider. Hardware and Software has to be purchased and brought to operations. In addition the operational processes and the future development needs to be defined and managed.

Tools: MS Excel, MS Word, MS Powerpoint, MS Project, Adonis, MS Sharepoint, Service Now, JBoss Fuse, HP ALM (Application Lifecycle Management)

Project method: Agile. With sprints, backlog grooming, planning poker,...

January 2016 - February 2017 Global Financial Services and Insurance company

Program Manager for the international program **AIG.digital that is about the digitalization of the SME insurance business and the reorganization of the business segment.**

Project language: English and German

Location: Baden Württemberg, Germany

Role: Program Manager

Tasks

- Responsible for the overall Program Management of AIG.digital.
- Comprehensive Project Management of the single projects within the program.
- Setup and definition of approach and methods of the program.
- Consulting of Executive and General Management in reorganizing the enterprise units.
- Leading the international project team and the operational executive board.
- Communication with the steering boards and stakeholders in Germany, Europe and US.
- Program Size > 200 people
- Responsible for Delivery

The international program AIG.digital is the logical next step and the consequent continuation of the project AURORA+ that has been successfully delivered by a great team and myself as the project manager by end of December 2015. AIG.digital is the program that is about transforming the analogue and manual insurance business for small and medium enterprised clients to a digitalized and automatized business for segments Consumer, Marine, Transport, Package and Trade Credit. AIG.digital is also about the automation of the technique and the business processes based on the German standard BiPRO. The technical and process framework has to be set up. Technical products are being implemented that are connected via BiPRO based webservices to several clients like comparison portals, brokers, standard software like e.g. AMS, aggregators, multipliers and more. The insurance management system used (ICIS) will be updated as well. Part of the program also be a structural reorganization of the business units that are processing the incoming business. The new organizational structures have to be defined and implemented during an organizational transition phase.

Used tools: Microsoft Office and Apple iWork, Mindmapping Tools, HP Project and Portfolio Management Center (PPM), MS Sharepoint, BiPRO, X4, MS Sharepoint, MS Project, ICIS, Chatter, Lync, Adonis

Project method: Agile. With sprints, backlog grooming, planning poker,...

June 2014 - December 2015 (1 year and 7 months)
Global Financial Services company

Overall Project Manager of the international project „AURORA+“ for BiPRO implementation and update of 10 Insurance products.

Project language: English and German

Location: Baden Württemberg, Germany and London, UK

Role: Senior Projekt Manager / Project Lead

Tasks

- Project Manager of the global project for digitalization of insurance business including business processes
- Coordination of the requirements of the sponsors
- Leadership of the international project teams
- Coordination of Steering Committee in Germany and England
- International Stakeholder Management
- Project size > 50 people
- Responsible for delivery
- Overall responsibility for project
- Responsible for a project budget in a million range
- Responsible for benefits in a two-digit millions range

The international project AURORA+ is broadly implementing the BiPRO standard, updates 10 insurance products from the private and commercial segments and connects broker management systems via BiPRO webservices directly to the insurance management system.

Used tools: Microsoft Office and Apple iWork, Mindmapping Tools, HP Project and Portfolio Management Center (PPM), MS Sharepoint, BiPRO, X4, MS Sharepoint, MS Project, ICIS, Chatter, Lync, Adonis

Project method: Agile. With sprints, backlog grooming, planning poker,...

April 2014 - May 2014 (2 months)
Global Financial Services company

Business Analyst for new insurance products, claims remediation and broker management systems.

Project languages: German and English

Location: Baden Württemberg, Germany and London, UK

Role: Business Analyst

Tasks:

- Business Analyst for new business products from private segment
- Creation of business and technical concept together with business and IT units
- Consulting of business units in conceptual design
- Definition of best of breed implementation architecture and solution (e.g. BiPRO)
- Definition and creation of approval criteria and test cases (Use Cases)

Used tools/standards: Microsoft Office and Apple iWork, Mindmapping Tools, HP Project and Portfolio Management Center (PPM), MS Sharepoint, ICIS, BiPRO, Adonis

June 2012 - March 2014 (1 year, 9 months)
DAX 30 Konzern (Global Insurance and Finance company)

Senior Consultant for operational processes and process design. Coach on an international IPT project.

Project languages: German and English

Role: Business Analyst, Process Manager, Process Architekt, Business Consulting and Coaching for Unified Communications, Network and IPT

Tasks:

- Analytics and Business Requirements for IMACD Processes and Reportings
- Design, modeling and conception of operational processes
- Mandate, monitor and control internal IT supplier
- Coordinating interface between Business and IT
- Business approval
- Merge national and international stakes (business, technical, political)

- Concept, develop an execute education for IP phones, software and IMACD processes (across germany at 15 locations and international via Unified Communications) from employer to executive board.

Used tools/standards: Microsoft Office (Word, Powerpoint, Excel), Sharepoint, Adonis, SAS, Cisco Jabber, Mindmappingtools, Screencastingsoftware Camtasia 2, WebEx

November 2013 (6 mandays)
DAX 30 global insurance and finance company (Holding area)

Workshop for strategic and organizational reorganization of an internal inhouse IT provider (ITIL, ITSM)

September 2011 - Mai 2012 (9 months)
Global insurance leader, Munich

Project Manager for global centralized Business Intelligence Data Warehouse Project

January 2011 - August 2011 (8 months)

Global insurance leader, Munich
Business Analyst for Setup Reporting & Analytics DataMart CIDM for areas property, life, health insurance and bank

October 2010 - May 2012 (1 Jahr, 8 month, part-time)
Insurance company transport, Bad Friedrichshall

Business Intelligence Project Lead for Setup of Standard Reporting for insurance branch transport

October 2009 - May 2012 (2 years, 9 months)
Global leading insurance company, Munich

Strategy consultant for education in area Business Intelligence

January 2008 - June 2011 (3 years, 6 months, part-time)
Consulting Company, München

Process Consultant for design, implementation and certification of standardized processes according to CMMI V1.2

Oktober 2007 - Dezember 2007 (3 Monate)
Unternehmensberatung, München

Fachlicher Projektleiter zur Entwicklung eines Reportings für das Executive Management

August 2007 - September 2007 (2 months)
Führendes Assistanceunternehmen, München

Project Lead Softwareaudit

July 2007 - September 2007 (3 Monate)
DAX 30 global leading insurance company, München

June 2007
PMP Certification (Project Management Professional) of PMI (Project Management Institutes)
– ISO 17024

December 2005 - Juni 2007 (1 Jahr, 7 months)
Direct insurance company, Berlin

1. Projekt Manager Implementation of new databases, new Data Warehouse and Business Intelligence solutions

2. Head of Data Warehouse Department

October 2005 - November 2005 (2 months)
Global leading bank company, Frankfurt/Eschborn

Project Manager of an Incident Task Force

August 2005 - September 2005 (1 year, 2 months)
Consulting Company, Munich

Project Lead for design and implementation of a new Re-Insurance Reporting

January 2005 - Jule 2005 (7 months)
Global Re-Insurance leader, Munich

Special represantive Test Management (Area Reporting)

December 2004 (1 month)
Global Re-Insurance leader, Munich

Test Manager

August 2003 - November 2004 (1 year, 4 months)
Global Re-Insurance leader, Munich

1. Consultant and Developing Specialist
2. Teilprojektleitung Schulung / Education (Sonderaufgabe Dezember 2003)

December 2002 - Jule 2003 (7 months)
Global insurance company, Munich

Project Lead for broker services

February 2002 - November 2002 (10 months)
Global insurance company, Munich

Consultant and Developer Webservices

December 2001- February 2002 (3 months)
Medent GmbH

Lead Developer, Consultant

June 2001 - November 2001 (6 months)
Global Re-Insurance leader, Munich

Consultant and Developer Webservices

August 1997 - Juni 2001 (3 Jahre, 11 Monate)
Several clients

Consultant and IT Developer