

# CV

## Dietmar Diekotto

(October 2019)



**Education:** Business Retailing, High School,  
Commercial Information Technology University Course

**Date of Birth:** 4. June 1969

**Experienced in IT since:** 1990

**Languages:** German (native), English (good), French (basic)

**Special Skills:**

- IBM Domino 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, Level -Support
- Administration
- Training / Instructing
- Team leading
- Consulting / Advising

**Computer Languages:** Notes Formula Language, HTML, Pascal,  
Java (basics), C++ (basics)

**Databases:** Lotus Domino Databases, MSAccess, MS-Works

**Operating Systems:** MS-DOS – Win8, Win 3.11 - Win2012, Suse Linux, OS/2

**Networks and Communications:** TCP/IP, VPN, W-LAN, DSL, ISDN, Token Ring, IPX/SPX

**Software:** Lotus Notes / Domino | SAP (Oscare) | IDVS II | MS-Office | Open Office |  
MS-Works | Domino Administrator | Skype for Business | PC Anywhere |  
Remote Administrator | MS- System Center | Remedy | Team Viewer |  
SecureID (RSA) | Syconic | NetInstall | Ghost Enterprise Edition |  
NetSchool | Backup Exec | Peregrine | Tivoli Storage Manager (TSM) |  
TEC Konsole | DataProtector | Putty |

**Branches / Sectors:** Financial Service Provision | Engineering | Medicine Service |  
Chemistry | Automobile Manufacture | Insurance |  
Glas Manufacturer | Retail Industry | Service Provider |,  
Automotive supplier | Railway

**Locations:** Willing to travel (prefer to work in Germany, but also willing to consider  
working in other countries).

**Availability:** Full Time

**Project History:**

<b>10/ 2017 – now</b>	<b>Lanxess AG, Leverkusen</b>
	2 <sup>nd</sup> /3 <sup>rd</sup> Level IBM Notes / Domino Administration
	<ul style="list-style-type: none"> <li>• Sever monitoring</li> <li>• Sever maintenance</li> <li>• Setting up Domino servers</li> <li>• Creation / changing / deletion of program documents</li> <li>• Introduction of Managed Replicas</li> <li>• Creation of Policies (e.g. Desktop, Security, etc.)</li> <li>• Concept creation and impremention log.nsf archiving</li> <li>• Move of Fulltext indexes</li> <li>• Optimization and adaption of notes.ini entries</li> <li>• DAOS analysis / optimization</li> <li>• Change-over from OOA to OOS</li> <li>• Trouble shooting of Domino network issues</li> <li>• Creation / analysis / optimization of clusters, e.g. availability Index, public-privat LAN</li> <li>• Analyzis / trouble shooting of IDVault</li> <li>• Mailfile ACL adjustments</li> </ul>
<b>Eigene Tätigkeit :</b>	Administrator
<b>Realisiert unter :</b>	Notes /Domino 8.5.x -9.x, Win2008-2016

<b>08/ 2017 – 09/2017</b>	<b>Knappschaft-Bahn-See, Bochum</b>
	2 <sup>nd</sup> /3 <sup>rd</sup> Level IBM Notes / Domino Administration
	<ul style="list-style-type: none"> <li>• Server monitoring</li> <li>• User Account creation / changes / deletions</li> <li>• Creation of Mail-In Databases</li> <li>• Mailing Lists creation / change / deletion</li> <li>• Right administration</li> <li>• Care of roaming users and their profiles</li> <li>• Creation of simple agents in mail-in databases</li> <li>• Roll out new templates</li> <li>• General administrative tasks</li> <li>• Failure analysis</li> <li>• Establishment of xMediusFax</li> <li>• Ticket processing in the 2nd /3rd Level</li> </ul>
<b>Eigene Tätigkeit :</b>	Administrator
<b>Realisiert unter :</b>	Notes /Domino 8.5.x -9.x, Win2003-2012 , Remedy, panagenda Marvel Client

<b>05 / 2017 – 08 / 2017</b>	<b>DB Systel GmbH (DB AG), Erfurt</b>
	2 <sup>nd</sup> /3 <sup>rd</sup> Level IBM Notes / Domino Administration
	<ul style="list-style-type: none"> <li>• Server Monitoring</li> <li>• Server Administration and Maintenance</li> <li>• Incident solving at 2nd /3rd Level</li> </ul>
<b>Eigene Tätigkeit :</b>	Administrator
<b>Realisiert unter :</b>	Notes /Domino 8.5.x -9.x, Suse Linux Server, HPSM7, Dameware, Docker

<b>12 / 2016 – 04-2017</b>	<b>Edeka Handelsgesellschaft mbH ( Edeka Südwest), Offenburg, Heddesheim</b>
	2 <sup>nd</sup> /3 <sup>rd</sup> Level IBM Notes / Domino Administration <ul style="list-style-type: none"> <li>• 2nd Level User Support <ul style="list-style-type: none"> <li>- Solving Incidents</li> <li>- Error Analysis and Fixing</li> <li>- User Account creation / changes / deletions</li> <li>- Setting of Database Access</li> <li>- Domino Trailer / Disclaimer Database</li> <li>- Recertification of User Accounts</li> </ul> </li> <li>• 3rd Level Domino Support and Administration <ul style="list-style-type: none"> <li>- Server Maintenance and Administration</li> <li>- User and Mailfile Migration / different Domains</li> <li>- User consolidation from different Domains</li> <li>- Umzertifizierungen</li> <li>- DAOS</li> </ul> </li> <li>• Fax for Notes</li> </ul>
<b>Eigene Tätigkeit :</b>	Administrator
<b>Realisiert unter :</b>	Notes /Domino 8.5.x -9.x, Linux, Assyst,, WinSCP, SymantecEnterprise Vault 10.x, Citirx, Marvel Client, iQSuite, IronPort, Retarus Trailer

<b>10 / 2016 – 11/ 2016</b>	<b>VW AG, Wolfsburg</b>
	Skype for Business operating and transition <ul style="list-style-type: none"> <li>• Incident Manager</li> <li>• 2nd Level Support</li> <li>• Operating Manual</li> <li>• Creation of an operating manual in English, for the 2nd Level support team</li> <li>• Assist the 3<sup>rd</sup> Level Support</li> </ul>
<b>Eigene Tätigkeit :</b>	Incident Manager, 2nd Level Support
<b>Realisiert unter :</b>	Skype for Business, Lync, Quest One, Windows 2012 R2, Win7-Win10, Office 2010-2016

<b>02 / 2014 – 06 / 2016</b>	<b>Johnson Controls Inc., Burscheid</b>
	Worldwide AD Migration, 2 <sup>nd</sup> Level User and VIP Support for EMEA region <ul style="list-style-type: none"> <li>• Support in English language</li> <li>• Support of: <ul style="list-style-type: none"> <li>- AD Account checking at old and new Domain</li> <li>- Changing of Certificates for Enterprise connections at Client systems</li> <li>- LAN, W-LAN connection issues</li> <li>- VPN connection issues</li> <li>- MS-Outlook 2013, Skype for Business</li> <li>- Siemens TC PLM</li> <li>- Internet / Intranet</li> </ul> </li> </ul>
<b>Personal Responsibilities:</b>	2 <sup>nd</sup> level Client Support Specialist
<b>Platforms / Software:</b>	Win7, Exchange, ITSM, VPN,

<b>12 / 2014 – 04 / 2015</b>	<b>KfW banking group, Berlin</b>
	Worldwide User Administration <ul style="list-style-type: none"> <li>• Creation, maintenance &amp; deletion of users accounts for: <ul style="list-style-type: none"> <li>- internal employees</li> <li>- external employees</li> <li>- support user</li> <li>- test / training / support user</li> </ul> </li> <li>• Distribution of permissions in SAP (HCM)</li> <li>• Distribution of permissions in FileNet, RSA (Extranet)</li> <li>• Creation, maintenance &amp; deletion for mailing lists</li> <li>• Creation, maintenance &amp; deletion for functional mailbox</li> <li>• Creation, maintenance &amp; deletion user in access form/fields of the ActiveEntry database</li> <li>• 2nd level support for access problems</li> <li>• Creation of technical documentations</li> <li>• Administration for Administrators and other user accounts</li> <li>• Specialist production support</li> <li>• Project support</li> <li>• Specialized tasks</li> </ul>
<b>Personal Responsibilities:</b>	Administrator
<b>Platforms / Software:</b>	Win7, Exchange, SAP (HCM), RSA, ActiveEntry, HPSPM 9.x, Aqua Data Studio, ObjectBrowser

<b>01 / 2014 – 11 / 2014</b>	<b>Break, on compassionate grounds</b>
<b>01 / 2011 – 12 / 2013</b>	<b>ITS Care - AOK, Neuwied</b>
	Central User Administration for the regions Baden-Württemberg, Rhineland-Palatinate, Hesse, Saarland
	<ul style="list-style-type: none"> <li>• Creation, maintenance &amp; deletion of users accounts for customers, internal employees and external supporters</li> <li>• Access rights distribution for pre-defined roles for W2K, IDVS II / RACF, Oscare, AOK house application, Oracle, and various other applications</li> <li>• Creation of technical documentations</li> <li>• Training and teaching of new team members</li> <li>• Administration for Administrators and other IT user accounts</li> <li>• Second level support for access problems</li> <li>• Distribution of roles and permissions in SAP</li> <li>• Quality Management Incidents / tasks (advisory function)</li> <li>• Specialist production support</li> <li>• Project support</li> <li>• Specialized tasks</li> </ul>
<b>Personal Responsibilities:</b>	Administrator
<b>Platforms / Software:</b>	Win2008 - Win7, Exchange, SAP (Oscare), IDVS II
<b>09 / 2012</b>	<b>Training, ELO Office</b>
	See certificate
<b>07 / 2012</b>	<b>Training, IBM "Get Blue"</b>
	See certificate
<b>11 / 2011 – 01 / 2012</b>	<b>HP – MLP AG, Heidelberg</b>
	Nationwide 3 <sup>rd</sup> Level Lotus Domino Server Support
	<ul style="list-style-type: none"> <li>• Support of 2nd / 3rd Level issues</li> <li>• Installation / analysis / fault correction of Domino "Roaming Users" profiles.</li> <li>• Blackberry fault correction – Bank holiday importing problem</li> </ul>
<b>Personal Responsibilities:</b>	Administrator
<b>Platforms / Software :</b>	Windows2008, Lotus Domino 7.x - 8.5
<b>09 / 2010 – 12 / 2010</b>	<b>prosystemsIT – Sparkassen nationwide</b>
	Server Consolidation and Upgrade to Domino 8.0.x
	<ul style="list-style-type: none"> <li>• Consolidation <ul style="list-style-type: none"> <li>- Mail file migration</li> <li>- Mail file upgrade</li> <li>- Application migration</li> <li>- Maintenance of Server connection documents</li> <li>- Installation and maintenance of statistical application</li> <li>- Creation of Events, Events handlers und DDM events, for the Server monitoring at the TEC Console</li> <li>- Support of the Pilot users</li> <li>- Creation of a user guideline</li> </ul> </li> <li>• Customer internal application analysis and documentation</li> <li>• Maintenance of the Rooms and Resources applications</li> <li>• User administration</li> <li>• Group Administration</li> <li>• Preparation of database and mail file restores</li> <li>• 2nd / 3rd Level User Support</li> </ul>
<b>Personal Responsibilities:</b>	Administrator
<b>Platforms / Software :</b>	Win XP-2003, Lotus Domino 6.x – 8.x, Assyst, TSM, TEC Console
<b>01 / 2010 – 09 / 2010</b>	<b>Sabbatical</b>

<b>12 / 2007 – 12 / 2009</b>	<b>HP Inc.- Carl Zeiss AG - Schott AG, Jena, Mainz</b>
	Global 2 <sup>nd</sup> / 3 <sup>rd</sup> Level Lotus Notes / Domino Support <ul style="list-style-type: none"> <li>• Server Administration und Maintaining <ul style="list-style-type: none"> <li>- Server Installation</li> <li>- Database Administration</li> <li>- Server Administration</li> <li>- Server variability</li> </ul> </li> <li>• Error Analysis and Solution</li> <li>• User Administration</li> <li>• Group Administration</li> <li>• ID Administration</li> <li>• Quota Management</li> <li>• Preparation of database and mail file restores</li> <li>• Global 2nd Level User Support</li> <li>• Training and teaching of new team members</li> </ul>
<b>Personal Responsibilities:</b>	Administrator, 2nd / 3rd Level Client Support Specialist, IT - Professional
<b>Platforms / Software:</b>	Windows XP, Windows 2003, Lotus Notes / Domino 6.x – 8.x, Peregrine, Tivoli Storage Manager, Data Protector

<b>03 / 2004 – 03 / 2008</b>	<b>CSC AG, Bombadier AG, Friedrichshafen</b>
	World wide support for server and client systems. <ul style="list-style-type: none"> <li>• 1st Level Support, Computer/Networks, MS-Office, HP-Printer, RSA Security etc.</li> <li>• 2nd Level Support Active Directory <ul style="list-style-type: none"> <li>- User Administration</li> <li>- Printer Support (Permissions, Queues)</li> </ul> </li> <li>• 2nd Level Support Lotus Notes / Domino 4.x - 7.x <ul style="list-style-type: none"> <li>- User administration</li> <li>- Database maintenance</li> <li>- Sever maintenance</li> <li>- Customer Client Support</li> </ul> </li> <li>• Development and Construction of an Assessment Centre</li> <li>• Development and Construction of a Training Environment for Lotus Notes, SAP, Remedy, MS-Outlook, PDM</li> <li>• Lotus Notes Training <ul style="list-style-type: none"> <li>- User and Helpdesk Skills</li> </ul> </li> <li>• Knowledge Engineer</li> <li>• Software Delivery</li> </ul>
<b>Personal Responsibilities:</b>	2nd Level Support, Global Lead Lotus Notes Knowledge Engineer, Trainer, Project Leader
<b>Platforms / Software:</b>	Win2000 - Win2003, Win XP, Lotus Notes / Domino 4.x - 7.x, VPN, Ghost Enterprise Edition, Net School 7.5, Citrix, MS-Visio, RSA, PDM, Dame Ware

<b>08 / 2007</b>	<b>Training SAP 01</b>
	See certificate

<b>04 / 2007</b>	<b>Mettenmeier AG, Paderborn</b>
	Support of Lotus Domino Workflow Applications <ul style="list-style-type: none"> <li>• Troubleshoot Workflow issues</li> <li>• Testing of new Workflows</li> <li>• 2<sup>nd</sup> Level Customer Support</li> </ul>
<b>Personal Responsibilities:</b>	Troubleshooter, Technician
<b>Platforms / Software:</b>	W2K, XP, Lotus 5.x – 6.x, IBM Workflow 5.x - 6.x

<b>03 / 2007</b>	<b>Advanced Training in ITIL and examination</b>
	See certificate

<b>03 / 2006 – 04 / 2006</b>	<b>Fielmann AG, Germany, Austria, Switzerland</b>
	Inventory, Network <ul style="list-style-type: none"> <li>• Inventory of the Server, Clients and Printer</li> <li>• Checking of the patch panel in the server cabinet</li> </ul>
<b>Personal Responsibilities:</b>	Technician
<b>Platforms / Software:</b>	W2K, XP

<b>11 / 2005</b>	<b>Advanced Training, Windows 2003 Workshop for Administrators</b>
	See Certificate

<b>02 / 2004 – 03 / 2004</b>	<b>Wirtschaftsförderungsgesellschaft Paderborn mbH</b>
	Support for server and client systems. <ul style="list-style-type: none"> <li>• Installation of security patches for server and client systems.</li> </ul>
<b>Personal Responsibilities:</b>	Technician
<b>Platforms / Software:</b>	NT4, Win2k, Lotus Notes 5.x

<b>12 / 2003 – 01 / 2004</b>	<b>The Boston Consulting Group, Düsseldorf</b>
	2nd Level support. <ul style="list-style-type: none"> <li>• Data Backup &amp; Storage / Archiving</li> <li>• DVD Cover Creation for the archives</li> <li>• Employee Training in RAS Token Usage (SecureID)</li> <li>• W-LAN, Router</li> <li>• VPN (Analog, ISDN, DSL)</li> <li>• Hardware Support (Pc/ Compaq, Notebook/IBM)</li> <li>• Software Support</li> <li>• Support ( Telephone Hardware, Patches, Telephone Installation)</li> </ul>
<b>Personal Responsibilities:</b>	Technician, Advisor, Instructor
<b>Platforms / Software:</b>	Win 2000, MS-Outlook, NetInstall, Lucent Tec. Patchfield, RSA

<b>11 / 2003</b>	<b>L &amp; B Elektrotechnik b.v., New Vennepe, Netherlands</b>
	System installation and integration. <ul style="list-style-type: none"> <li>• Operating System Installation / Configuration</li> <li>• Email Client Installation / Configuration</li> <li>• Internet Connection Installation / Configuration</li> <li>• Firewall Installation / Configuration</li> <li>• Software Installation / Configuration</li> <li>• Advisor in the areas of Data Security, Mail Transfer, Graphic Design, etc.</li> </ul>
<b>Personal Responsibilities:</b>	Technician, Advisor
<b>Platforms / Software:</b>	Win XP

<b>07 / 2003</b>	<b>Advanced Training, Stuttgart, Linux 8.x for System Administrators</b>
	See certificate

<b>11 / 2002 – 05 / 2003</b>	<b>BASF AG, Ludwigshafen, Minden</b>
	Rollout, change to Win2k, Lotus Notes 5.08 <ul style="list-style-type: none"> <li>• Reinstallation of 23.0000 Computer Clients at Site Ludwigshafen</li> <li>• Data Backup</li> <li>• Hardware Installation: PC's, Notebooks, Scanners, Palms, MO Drives, etc.</li> <li>• Installation and Configuration of VPN Connections per Analog Modems, ISDN, and DSL</li> <li>• Computer Connection to the Active Directory</li> <li>• Lotus Notes Mail Template Configuration</li> <li>• User Training</li> <li>• Printer Configuration</li> </ul>
<b>Personal Responsibilities:</b>	Technician, Trouble Shooter
<b>Platforms / Software:</b>	WinNT, Wingx, Novell, Lotus Notes 5.0.8, MS-Office, SAP/3

<b>01 / 2001 – 03 / 2002</b>	<b>Central Krankenversicherung AG, Cologne</b>
	2nd Level Support for hardware and software problems. <ul style="list-style-type: none"> <li>• Support for Cologne and for all other company sites throughout Germany (per remote services).</li> <li>• Coordination of Customer Orders in the Areas of: <ul style="list-style-type: none"> <li>- Consultation</li> <li>- Prioritizing</li> <li>- Scheduling</li> </ul> </li> <li>• Dispatching between 2nd and 3rd Level</li> <li>• Administration, Coordination and Support for Maintenance Calls from Suppliers</li> <li>• Installation of Hardware and Software</li> <li>• Team leader:</li> </ul>
<b>Personal Responsibilities:</b>	Team Leader, Trouble Shooter, Technician
<b>Platforms / Software:</b>	Win 3.1 - Win XP, Novell, Lotus Notes 4.6.x - 5.x, MS-Office, Remedy, Syconic Installer

<b>05 / 2001</b>	<b>Züricher Kantonalbank, different locations in Switzerland</b>
	User Support at users locations <ul style="list-style-type: none"> <li>• End User Training</li> <li>• Mobile User Training</li> <li>• Troubleshooting (Floor Walking)</li> </ul>
<b>Personal Responsibilities:</b>	Instructor, Trouble Shooter
<b>Platforms / Software:</b>	WinNT, Lotus Notes 5.0.6

<b>11 / 2000 – 12 / 2000</b>	<b>Rieter AG, Ingolstadt / Winterthur (Switzerland)</b>
	Introduction of Lotus Notes <ul style="list-style-type: none"> <li>• Training End Users</li> <li>• „Power Users“</li> <li>• „Mobile Users“</li> <li>• Service Technicians</li> </ul>
<b>Personal Responsibilities:</b>	Instructor
<b>Platforms / Software:</b>	WinNT, Notes 5.04

<b>10 / 2000</b>	<b>Netconsa, Frankfurt / Main</b>
	Beta Tests for Newly Created Software <ul style="list-style-type: none"> <li>• Software testing</li> </ul>
<b>Personal Responsibilities:</b>	Software Tester
<b>Platforms / Software:</b>	WinNT - Winzk, Notes R5, Netscape 4.75, Opera 4.02, IE 5

<b>05 / 2000 – 07 / 2000</b>	<b>Daimler Chrysler AG, Stuttgart, Cologne, Nürnberg</b>
	Lotus Notes Schooling, Trouble Shooting <ul style="list-style-type: none"> <li>• End and „Power“ User Schooling</li> <li>• "Floor Walker" ( Trouble Shooter)</li> </ul>
<b>Personal Responsibilities:</b>	Instructor, Trouble Shooter
<b>Platforms / Software:</b>	WinNT, Lotus Notes 4.6

<b>04 / 2000</b>	<b>Deutsche Post AG, Karlsruhe</b>
	Helpdesk for Hardware and Software Problems <ul style="list-style-type: none"> <li>• Hardware and Software Installation</li> </ul>
<b>Personal Responsibilities:</b>	Technician
<b>Platforms / Software:</b>	WinNT, TCP/IP

<b>10 / 1999 – 12 / 1999</b>	<b>Premiere World AG, Munich</b>
	2nd Level Support for Hardware and Software problems <ul style="list-style-type: none"> <li>• Network</li> <li>• Software</li> <li>• Hardware</li> </ul>
<b>Personal Responsibilities:</b>	Technician
<b>Platforms / Software:</b>	WinNT, TCP/IP, Novell,

<b>05 / 1999 – 08 / 1999</b>	<b>Nord LB, Hannover</b>
	Y2K Rollout / Updates <ul style="list-style-type: none"> <li>• Creation of Test Environments</li> <li>• Backup Tests (for Data) using different Platforms</li> <li>• Backup Tests (for Data) using different Storage Media</li> <li>• Test Documentation</li> <li>• Trouble Shooting for Hardware and Software Problems</li> <li>• Team Planning and Organization of Hardware and Software Installation</li> </ul>
<b>Personal Responsibilities:</b>	Team Leader (5 – 10 Employees)
<b>Platforms / Software:</b>	MS-DOS - Wing8, WinNT, OS/2

<b>04 / 1999</b>	<b>Deutsche Bank AG, Frankfurt / Main</b>
	Y2K Client Updates <ul style="list-style-type: none"> <li>• Planning and Organization of Updates in all Departments</li> <li>• Update Installation</li> <li>• Trouble Shooting</li> <li>• Contact Person for all Administrators</li> </ul>
<b>Personal Responsibilities:</b>	Team Leader, Project Contact Person
<b>Platforms / Software:</b>	Wing8, WinNT, TCP/IP

<b>10 / 1998 – 07 / 1999</b>	<b>Deutsche Bank AG, Hamburg</b>
	Centralizing all credit agencies sites to Hamburg. <ul style="list-style-type: none"> <li>• Software Testing</li> <li>• Creation of Tests</li> <li>• Documentation</li> <li>• Data Preparation</li> <li>• Control of Clustering on Individual Servers</li> <li>• Replication</li> <li>• Data migration and consolidation</li> </ul>
<b>Personal Responsibilities:</b>	Administrator, Beta Tester, Analyzer
<b>Platforms / Software:</b>	WinNT, OS/2, Lotus Notes up to 4.6x

<b>08 / 1998 – 03 / 1999</b>	<b>Deutsche Bank AG, Frankfurt / Main</b>
	Creation / Installation of a Lotus Notes Environment Project Goal: To establish a Lotus Notes based communications and informations system for approximately 10,000 main branch users. <ul style="list-style-type: none"> <li>• Planning Preparation of Client Software Installation</li> <li>• Notes Clients Installation for End Users</li> <li>• Problem Solving (Notes Clients)</li> <li>• Lotus Notes Training and Support for End Users</li> <li>• Training Organization</li> <li>• Trouble Shooting</li> </ul>
<b>Personal Responsibilities:</b>	Instructor, Trouble Shooter
<b>Platforms / Software:</b>	WinNT, Windows 98, TCP/IP, LAN, IPX/SPX, OS/2, Lotus Notes up to 4.6x

<b>02 / 1998 – 07 / 1998</b>	<b>Deutsche Bank AG, nation wide</b>
	Rollout Schooling <ul style="list-style-type: none"> <li>• Employee training for a Germany wide rollout of Lotus Notes R4.5. The trainees were shown the most important Lotus Notes functions, i.e. calendar, appointment management, mail, database searches and using the company internal databases.</li> </ul>
<b>Personal Responsibilities:</b>	Instructor
<b>Platforms / Software:</b>	Windows95, Windows98, WinNT, OS/2, Lotus Notes R4.5