Daniel TISCHER
5 bis, rue Georges Méliès
37520 La Riche (FRANCE)

+33 6 77 55 24 48
daniel.tischer@gmail.com

Senior IT Manager / Engineer

25 years of experience
Fluent in 4 languages

Work Experience

2015 – Today: Worldline – Tours (France)
Electronic payment market leader, 11000 employees

Problem Manager: Incident review, analysis and problem management for over 100 payment applications generating more than 2M transactions per day (24/7).

Identification, planification and follow-up of corrective actions across the organisation, taking into account diverging priorities (communication interface between business units and production departments).

Various service management improvement projects:

- Redesign of the incident management process
- Reorganisation of an offshore service desk in Morocco
- Local responsible for the ITSM migration to ServiceNow

2013 – 2014: Polytech' Tours - Tours (France)
Engineering school, one-year full time (VAE)

Master's degree: Diplôme d'ingénieur en informatique.

2008 – 2013: EUIPO – Alicante, Spain
European Institution – intellectual property, 1000 employees

IT Architect: Definition of standards, design coordination for outsourced projects and build/test process industrialisation (CI/CD) for 80 business applications. For instance:

- Study and proof of concept to modernise web service integration (SOA) using an ESB (Oracle Service Bus)
- Initiator and manager of a DevOps forerunner project for continuous deployment with VMware and Puppet (managing a team of 5 people with a budget of 1M €)

1997 – 2007: Infeurope SA - Luxembourg
IT services, 100 employees

Project Manager: Design, build, test and integration of secured web applications processing sensitive data (payments, industrial designs, online call for tenders).

Java Expert: Development of multilingual web applications for legal online publications (SHAB, simap.europa.eu).

1995 – 1997: Navision – Strasbourg, France
1994 – 1995: French Army – Baden-Baden, Germany

Translator, developer, trainer:
Translation and localization to the French Market of the international business and accountancy software Navision financials. Development, customer training and support.

Skills and competences

Certification

- 2019 - ITIL Expert
- 2013 - English: TOEIC (985/990)
- 2013 - CompTIA Security+
- 2007 - Prince2 (Practitioner)
- 2007 - ISTQB Certified Tester (Foundation)
- 2005 - PMI Project Management Professional
- 2004 - Java Certified Programmer (SCJP + SCWCD)
- 2004 - OMG UML 2.0 Professional
- 2003 - BEA WebLogic 8.1 Product Specialist

Training

- 2016 - 2019: ITIL (SO, OSA, RCV, PPO, CSI, MALC)
- 2016 - Shell scripting & Linux admin (advanced)
- 2015 - Monétique et standards PCI-DSS
- 2012 - Best Practices in Java Programming
- 2010 - Oracle Service Bus 10g R3
- 2010 - Influence Skills
- 2008 - Service-Oriented Architecture (SOA)
- 2005 - Spring and Hibernate - J2EE Workshop
- 1999 - Oracle 8: Database Administration

Diploma

- 2014 - Master in IT Engineering - Polytech
- 1994 - Diploma of Marketing Techniques (DUT)
- 1993 - Computer Science & Management (DUT)

Languages

- French and German (mother tongue)
- English TOEIC (985/990)
- Spanish (10 years residency in Spain)

Other

- Aikido black belt 2^e dan
- Practical shooting, alpine skiing, strategy games
- Full European driving license