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| **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 | |  |  | Skills and competences | |
| 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 | |  |  | **Certification**  2021 - ITIL v4 Managing Professional  2019 - ITIL Expert v3  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 2e dan  Practical shooting, alpine skiing, strategy games  Full European driving license | |
| 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. | |  |  |