

Curriculum vitæ

Name Frank Halena



Personal data

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Date of birth 11.08.1974

Place of birth Wiesbaden

Citizenship German

Marital status Married

Occupation Focus Area Lead

Professional life

since 10.01.2015 Permanent position as Focus Area Lead for the company 'IKEA IT Asia Pacific' [IT service provider of the IKEA group].

04.01.2008 - 09.30.2015 Permanent position as Technical Analyst for the company 'IKEA IT Asia Pacific' [IT service provider of the IKEA group].

03.01.2006 - 09.31.2006 Short term assignment to Singapore as System Manager for the company 'IKEA IT Singapore' [IT service provider of the IKEA group].

02.01.2003 - 03.31.2008 Permanent position as System Manager for the company 'IKEA IT Germany' [IT service provider of the IKEA group].

08.01.2000 - 01.31.2003 Permanent position as Network-/ Systems administrator for the company 'acht:g, Archivsysteme & Netzwerplanung' [IT service provider for Adam Opel AG].

09.01.1997 - 07.31.2000 Permanent position as Technical Assistant for the company 'acht:g, Archivsysteme & Netzwerplanung' [IT service provider for Adam Opel AG].

02.12.1997 - 08.31.1997 Part-time job processing digital images for the company 'acht:g, Archivsysteme & Netzwerplanung' [IT service provider for Adam Opel AG].

11.01.1995 - 06.30.1996 Part-time job in geriatric home care for the 'Ökumenische Zentralstation Wiesbaden' [geriatric home care facility].

Education

11.01.1995 - 04.01.1998 Johann Wolfgang von Goethe Universität - University, Frankfurt. Studied political, social sciences and anglistics.

08.01.1994 - 10.31.1995 Alternative civilian service at the 'Ökumenische Zentralstation Wiesbaden' [geriatric home care facility].

04.01.1985 - 07.01.1994 Carl von Ossietzky Schule - academic high school, Wiesbaden. Majors: mathematics, english.

01.01.1981 - 03.01.1985 Adolf Reichwein Schule - elementary school, Wiesbaden.

Languages

German Native

English Fluent, spoken and written

French Basic

Chinese Basic (~HSK 3)

Interests

Music, technology and sciences, online culture, sports, member of | **amnesty international** |, books, movies.

Work

Current assignments at IKEA IT Operations, Technical Infrastructure, Windows

Leading the Windows Compliancy Focus Area team, responsible for 5000+ Windows servers in 500+ globally distributed sites and 3 regional Datacenters.

Windows Compliancy Focus Area, scope for all Windows systems:

- PCIDSS Platform Compliancy
- Server Compliancy Measurement
- Risk Management
- Endpoint firewall management and support for 160k+ windows clients
- Vulnerability management and mitigation
- Exceptions, Security Standards & Deviations
- Security Patching
- Information Security Consultancy
- 3rd Level Problem Management
- Subject Matter Experts for IT Services & Bought Services
- Project Consultancy

Focus Area leadership and development, operational process management and improvement, stakeholder management, audit support. 'Module Factory' operational oversight and escalation point. Involvement in incident-, problem-, change- and configuration management processes (ITIL), different team-internal leadership and mentoring tasks. Reporting and KPI measurement. Conception, implementation and management of the "Virtual Store" - a production environment used for verification and troubleshooting. Autonomous PoC implementation for related bought and homegrown tooling.

Previous assignments and project experience at IKEA IT Operations, Technical Infrastructure, Windows

System management in a global 24/7 server support team, managing 3500+ Windows servers in 350 globally distributed sites.

Technical Team Lead. Assistance in team management and coordination. Process improvement and problem solving focused tasks, different roles in incident-, problem-, change- and configuration management processes (ITIL), different team-internal leadership and mentoring tasks. Reporting and KPI measurement, 2nd/3rd level support, system configuration and production deployment in a global follow-the-sun setup, on call duty.

Project experience:

- "ICC4 Server Rollout Project" (Ikea Common Client 4: Server 2008/ Win7 based Ikea platform): Project participation, technical advice, platform tests and setup design/ integration assistance, migration strategy creation and documentation, risk assessment and production deployment.
- "ICC4 Top Gun Academy": Participation, virtual global team of selected support team members, to provide communication/ feedback from support teams to platform developers and product responsables and knowledge transfer concerning the new version of Ikea's windows client/ server platform.
- "Store Virtualization Pre Study": Pre-investment study of a virtualization solution, project participation, setup of a test environment following production standards, to investigate feasibility and performance requirements.
- "IWTS Rollout Project" (Ikea Windows Terminal Server): Global production deployment of a refined Windows Terminal Server/ Citrix based Ikea platform.
- Independent supervision and installation of Windows servers at new store sites during their build up projects.
- Team-internal projects:
 - E.g. global BSOD monitoring: Development and implementation of a global script- and logging based monitoring solution to automatically generate reports as input for problem management processes.

Assignments and project experience at IKEA IT Germany

System management in a regional 24/7 server support team, managing 500+ Windows servers in 65 distributed sites in Germany, Austria and Switzerland.

2nd/3rd level support, system configuration and production deployment, local on site developer user/ client support, monitoring, user administration. On call duty.

Project experience:

- "ICC3 Rollout Project" (Ikea Common Client 3: Server 2003/ Xp based Ikea platform): Independent supervision and platform migration of all clients and servers in several sites.
- Independent supervision and installation of Windows servers at new store sites during their build up projects.
- Team-internal projects:
 - E.g. knowledge transfer and process optimization in a new main production unit in Singapore.

Assignments and project experience at acht:g

Network-/ systems administration of a local office network. Usersupport.

User-/group administration; User access level control and configuration; Policy administration and implementation; Active directory integration; Backup; Firewall integration and Support [hardware system, linux]; Virus protection; Router configuration [D-Link and Cisco]; Server-/ client installation and support [HP Net Server]; Hardware-raid configuration; making and testing [with Omni Scanner] of twisted pair-cable; User support and Training [in house]; Hard-/software investigation and Selection; customer support.

Project assistance [2 to 3 projects per year] regarding planning, preparation, realization and support of:

- Realization of small local area networks at fairs and exhibitions [Geneva, Brussels and Paris]
- Planning and realization of a *Print On Demand*-network at the IAA (Frankfurt Motor Show).
- Planning and realization of a fully networked train for a German carmaker (Adam Opel AG).
- Realization of web- and multimedia presentations, end user training courses.

Knowledge

Platforms and Systems:

Windows Server: 2016, 2012r2, 2008r2, 2003, 2000
Windows Clients: 10, 7 (Enterprise), XP Pro, NT4, 2000, 98, 95, ME, 3.1/ DOS
Watchguard Firebox II [Firewall appliance].
Linux: KaliLinux, ArchLinux, Ubuntu.
Basic knowledge: MacOS, Solaris, Cygwin.

Server and Groupware:

MS Terminal Server, MS Internet Information Server, Citrix XenApp, Citrix MetaFrame, RIS/ WDS, WSUS, HyperV, VmWare, SharePoint, Jira.
Basic knowledge: Apache-Webserver, Lotus Notes.

Programming:

Powershell, HTML/ CSS. WMI, ADSI.
Basic knowledge: C++, Vbscript, SQL.

Database:

MS SQL-Server, MS Access.
Basic knowledge: ODBC.

Frameworks:

ITIL/ ITSM, CIS, GDPR, PCI-DSS, SIEM, CN Internet Security Law, PPS, Scrum.

Software:

Rapid 7 Nexpose, Windows Defender ATP, Cylance Protect, Splunk Enterprise, BMC Remedy, BMC Truesight / Patrol (Central/ Agent CLI), HP ServiceDesk, HyperV, Vmware, MS Visual Studio, Veritas BackupExec/ BEMcmd, McAfee Total Virus Defense Suite, Symantec System Center Console/ AntiVirus Enterprise Edition, Windbg, Sysinternals Suite, Nmap (Zenmap), Wireshark, Orca, Dependency Walker, Windows Resource Kit and Support Tools, MS Remote Server Administration Tools (RSAT), HP Proliant Support Pack, Dell OpenManage, The Sleuth KIT/ Autopsy, Adobe Photoshop, Gimp, MS Office u.a...