

# CURRICULUM VITAE

30 January 2013

## PERSONAL DETAILS:

Name: Dieter Riedel

Nationality: German, with a permanent residence permit for New Zealand

e-Mail address: driedel@itcst.com

Homepage: [http:// itcst.com](http://itcst.com)

Languages Known: English – fluent  
German – fluent (mother tongue)

Driving License: 1, 2, 3, 4, 5, 6 (New Zealand driver license)

Present Address: 12 Odin Place, Beach Haven, North Shore City, 0626

Telephone: +64 (0)9 4820314

Mobile: +64 (0)21 1803408

## PROFILE:

Since 1989 I have gained a lot of experience and knowledge in the field of IT, particularly with System Integration, Administration and Configuration, Team Leadership, Project Management, to name just the major ones. Since 2002 I specialised myself in the Web development and Graphic design area, SEO and Online Marketing, and worked in a wide variety of projects and businesses.

I work independently as well as part of the team and am capable of responsibilities in all areas related to Web Development & Graphic Design, Administration, SEO and Online Marketing, Customer Support & Service and Management.

In November 2007 I acquired the „Master CIW Designer“ certification and in February 2009 the Diploma of Web development at Natcoll. And in December 2011 I successfully completed a Bachelor of Computer Science degree at Unitec in Auckland, with majors in Web-Development, Webserver Administration, Graphic-Design and Multimedia.

In all these trainings I specialised in UI/UX, XHTML, CSS, JavaScript, PHP and SEO, keep growing my skills as a Web Developer, Graphic Designer and Online Marketeer, and am constantly involved in different projects as a self-employed.

## STATUS:

Available on short notice on contract basis.

## Web designer and developer, Graphic designer and IT System Consultant, Auckland/New Zealand

*Dec.2006 – until now*

After becoming a New Zealand resident, I started to work as a self employed **IT Consultant & Service Technician** and shifted soon after to work fully as a **Web designer and developer, Graphic designer, Online Marketeer and Photographer** and completed various projects since then. I increased my knowledge through studies and added JavaScript, AJAX, Database and PHP skills and started to work with Adobe Flash and specialised using the CMS Joomla and WordPress platforms.

### My key tasks are:

- Customer consulting and Project Management;
- Graphic design of logos, flyers, business cards and Corporate identity, please see at <http://itcst.com/joomla/itcst/graphic-design.html>;
- Web design and programming, please see at <http://itcst.com/joomla/itcst/web-development.html>;
- Project based photography;
- SEO optimisation;
- Article, Social and Affiliate marketing;
- Website traffic monitoring with Google Webmaster Tools, Google Analytics and Awstats;
- Configuration and administration of website hosting and server environments;
- Creation of Project documentation and user training materials as required;
- Assembling, installation, administration, configuration and support of Computer networks, hard- and software;
- Computer user support and training;

## Infineon Technologies plc, Munich/Germany

*Feb.2005 – March 2006*

Employed as a **Knowledge Flow Manager** my tasks were collecting, storing and providing confidential information to selected technologists. This included setting up new Lotus Notes Domino.Doc databases, customizing them and giving support and training to the technologists. Therefore I had to enhance the existing Intranet Knowledge portal as an information and training base, where I used only Notepad for the HTML and CSS coding.

I could have further advanced there but decided to migrate to New Zealand.

Infineon Technologies plc is the biggest Logic and Memory Chip producer in Europe.

### My key tasks were:

- Project planning/-leading;
- Intranet Web & Graphic design;
- Setup and customizing of Lotus Notes and Domino.Doc databases for up to 3,200 Users;
- Creation of project documentation and user training materials as required;
- Lotus Notes administrating incl. access control and user report;
- Optimizations in coordination with IT;
- User support and training;

## **Web- & Graphic designer, Munich/Germany**

*Jan.2002 – Jan.2005*

Self-employed IT business providing Small Office, Home Office (SOHO) support, offering administration, training and database programming services. And as a **Web designer** I used different HTML editors like Adobe GoLive, Macromedia Dreamweaver, and text based ones. As a **Graphic designer** I worked with Adobe Photoshop, Adobe Illustrator, Coral Draw Creative Suite, The Gimp, etc. for the Graphic designs.

### My key tasks were:

- Customer consulting and Project Management;
- Graphic design of logos, flyers, business cards and Corporate identity, please see at <http://itcst.com/joomla/itcst/graphic-design.html>;
- Web design and programming, please see at <http://itcst.com/joomla/itcst/web-development.html>;
- Creation of Project documentation and User training materials as required;
- Assembling, installation and configuration of Computer hard- and software;
- Administration, support and configuration of Computer hard- and software;
- SQL Crystal Report programming for Graphisoft Ltd. on a Windows 2000 environment;
- Setting up and maintaining of Networks, like W-LAN setup for a SOHO surrounding with up to 5 clients on Windows 2000 Servers and Windows 2000 / XP clients;
- Project based photography;

## **HAITEC plc, Munich/Germany**

*Nov.1999 – Dec.2001*

Being a **Lotus Notes/Domino Consultant** for HAITEC plc I gained R5 CLP Certification and supported internal and external Lotus Notes R4 and R5 administration, development and Notes implementation. An essential part of my consulting work was solution-oriented implementation of customer requirements, information coordination and documentation, collegial, friendly and cultivated behaviour, teamwork and independent knowledge building.

HAITEC plc was at that time the biggest IT System Support Provider in Germany and partner of IBM.

### My key tasks were:

- Project planning/-leading;
- Pre- and post-sales support;
- Creation of project documentation and user training materials as required;
- Customer consultation about Operating System, Servers and Notes applications;
- Server sizing and measuring of IBM RS6000, AS400 and Intel compatible hardware;
- Configuration of Notes Domino Servers and Windows NT / 2000 Servers for 1,237 clients at Dade Behring;
- Notes R4 and R5 Server- and user administration for up to 538 Clients at HAITEC plc;
- Customizing of Notes- and GEDYS applications for up to 65 clients for HAITEC plc and Dade Behring;
- Administrator- and customer trainings for 226 users at Censio plc;

## **SOHO Support Specialist, Munich/Germany**

*July 1998 – Oct.1999*

Self-employed in the IT business and SOHO Support, PC Hardware and Software selling and configuration.

### My key tasks were:

- Customer consulting;
- Assembling, installation and configuration of Computer hard- and software;
- Administration and support of Computer hard- and software;

## **Software SIDOUN Ltd., Munich/Germany**

*Jan.1996 – June 1998*

I worked for Software SIDOUN Ltd. in **Customer Support** for **WinAVA**<sup>®</sup> Announcement Software for Engineers and Architects based on Sidoun-, Quadbase- and Oracle databases, on Windows NT and Novell Servers and Windows 3.11 / 95 / 98 / NT Clients. My job profile included installations, hotline, customer training, software- and database tests, customizing of solutions, software and service sales, internal hard- and software support.

Also improved executive qualities as **Competence Centre Leader for Software SIDOUN Services** in south Germany and Austria, with 16 Serviceman, in 8 Branches, from February 1997 until January 1998. Job topics were administration of personnel planning and -leading, internal trainings, large size customer support, verifying programming needs, appointment- and payment arrears and law suits.

In this work, I contributed to increase customer satisfaction up to 91% and also the business expansions of the company direct and indirect to 4 million GM p. a.

Software SIDOUN Ltd. was at that time the biggest Announcement software provider in Germany.

My key tasks were:

- PC hardware configuration, incl. Netware and other hardware in office;
- Novell Net 3.21, Windows NT 3.1 Server administration in office;
- Project planning/-leading;
- Novell Net and Windows Server sizing at customer side;
- Installation and configuration of SIDOUN **WinAVA**<sup>®</sup> applications and databases for up to 75 users;
- Creation of project documentation and user training materials as required;
- Hotline support and large scale customer service;
- Administrator and user training;
- Team leading and -training;
- Competence Centre Leader;

### **ESCOM Computer plc, Munich/Germany**

From 1987 onwards, I have been gaining knowledge about sales and after sales customer care, since I bought my first PC in 1989 I started to gain knowledge about hard- and software and since 1993, I have been improving my hard- and software skills, as **IT Salesman** at ESCOM plc. With special knowledge about topical Hardware and Operating Systems like Windows 3.x / 9x / NT, as for Novell- and Windows NT networks and especially about Microsoft Office-Packets.

An essential part of my job as sales and after sales customer care consultant was solution-oriented implementation of Customer requirements, collegial, friendly and cultivated behaviour, teamwork and independent knowledge building.

ESCOM plc was the biggest Computer hardware retailer in Germany at that time but got bankrupt in 1997.

### **April 1993 – Dec. 1995**

My key tasks were:

- Pre sales support;
- Customer consultancy;
- Assembling of PC hardware;
- Installation, configuration and administration of OS2, MS DOS, MS Windows 3.x/9x/NT, drivers and applications;
- Configuration of PC hard- and software;

## EDUCATIONAL HISTORY:

- Degree: **Bachelor of Computing Science:** NZQA Level 7;  
03.2009 – 12.2011: Unitec, in Auckland/New Zealand;  
Study details: The program consisted of general topics like IT Fundamentals know-how to more specific themes of Project Management, Network Administration, Database Design, Webmaster Technical, Multimedia Application Development and Web Application Development;
- Degree: **Diploma of Web development:** NZQA Level 6;  
04.2008 – 02.2009: Natcoll Design Technology, in Auckland/New Zealand;  
Study details: Recent XHTML, CSS, JavaScript, AJAX, PHP, MySQL, Flash and Graphic Design methodologies and technologies;
- Degree: **Master CIW Designer:** Grade A, Marks 89;  
11.2006 – 06.2007: Intensive self studies, in Auckland/New Zealand;  
Study details: Network Technologies; Website Development; Design Methodology and Technology; E-Commerce Strategies and Practices;
- 08.2006 – 10.2006: Self studies in Joomla CMS on LAMP basis, in Auckland/New Zealand;  
Study details: Installation and configuration of the Joomla Content Management Software and other modules on a local Apache Server with MySQL and PHP as well as on the ISP Server;
- Degree: **IT System Integrator and Manager:** Grade A-, Marks 80;  
01.2004 – 06.2004: Intensive Training for IT Professionals at Chamber of Commerce and Industry (IHK), in Munich/Germany, equivalent to a three years educational training to become a “System Manager Diploma”;  
Study details: Hard- and Software installation and configuration on MS Windows 2000; Network configuration; Object oriented programming in C and C++; Database development on MSSQL; Project management;
- Degree: **Linux System and Network Administrator:** Grade A-, Marks 82;  
06.2003 – 07.2003: Intensive Training for Professionals at CDI German Private Academy for Economy Ltd. in Munich/Germany, equivalent to 8 month full-time training;  
Study details: Linux operating system fundamentals; System, Network, Proxy and firewall configuration and installation;
- Degree: **Microsoft Xpert Master in IT Customer Service:** Grade A+, Marks 94;  
Degree: **Online Publishing Specialist for Web- & Graphic designers:** Grade A-, Marks 83;  
01.2002 – 08.2002: MVHS Ltd. in Munich/Germany;  
Study details: MS Windows XP, MS Windows Office, Web development in HTML, CSS and CGI Scripts;
- Degree: **Certified Lotus Professional (CLP R5):** Grade A-, Marks 80;  
12.2000: EDCOM in Munich/Germany;  
Study details: Installation and configuration of Lotus Notes Domino R5 Server on Windows NT 4 / 2000 Server;

Degree: **Certified Lotus Specialist (CLS R4):** Grade B+, Marks 75;  
 07.1998 – 09.1999: Institut MICROUNIV in Pune/Indien;  
 Study details: Installation and configuration of Lotus Notes Domino R4 Server on Windows NT 3.51 Server;

Degree: **Advanced technical college entrance qualification:** Grade A-, Marks 81;  
 09.1987 – 06.1991: Private Economic Senior Secondary School Reinhard & Drexel Ltd. in Munich/Germany;  
 Study details: Organisation and electronic data processing; Economics; Business Administration; Accounting and finance;

#### IT Know-How:

Subject, Knowledge (marks*)		Notes, Certifications
Computer Hardware-Configuration	1	First experiences at ESCOM plc: since 1993;
OS: MS DOS	2	Started with MS DOS 2.0 in 1989;
OS: MS Windows 3x	1	Started with MS Windows 3.0 in 1991;
OS: MS Windows 9x	1	Started with MS Windows 95 in 1995;
OS: MS Windows NT Server	3	Installation and Configuration of 3.51 + 4.0 SP6;
OS: MS Windows 2k / 2008 Server	2	Configuration knowledge at Customer projects;
OS: MS Windows XP / Vista / 7	1	Course update in April 2002;
OS: MS Windows Vista / 7	1	Since 2009;
OS: Fedora / SuSE Linux	2	Course update in July 2010;
OS: Apple OS 9 / X	3	Encounters at Customer projects;
Communication: ISDN	2	Configuration for SOHO use;
Communication: IPX / SPX	3	While I was working for SIDOUN Ltd.: Jan. 1996 till June 1998;
Communication: TCP/IP	1	Plenty of Customer Network configurations;
Communication: CTI, UM	3	MRS – Notes Connection, specially with GEDYS;
Communication: 802.11	2	Different W-LAN configuration project since 2001;
Programming: Lotus Notes (Formula language)	2	R4 & R5 CLS; Customer projects for HAITEC plc;
Programming: SQL	2	Course knowledge in SQL, PL/SQL and Developer 2000 in Aug.1999; Crystal Report Project in 2002;
Programming: HTML	1	Online Publishing Xpert in July 2002;
Programming: XHTML and XML	1	Master CIW Designer in Dec. 2007;
Programming: CSS	1	Started with Customer projects in July 2003;
Programming: Java Script	2	Started with Customer projects in June 2005;
Programming: PHP 5	3	Started with Diploma course in June 2008;
Programming: C / C++ / ASP.NET	4	At Unitec 2009;
Application: MS Office	1	Since 1992 as Power User; European Xpert Master Certification in Aug. 2002;
Application: OpenOffice	1	Since 2008 as second office application;

Application: Firewall	2	Norton, Kerio, Sygate, Zone Alarm, Comodo;
Application: Virus protection	1	McAfee, Norton, AntiVir, Comodo;
Application: Lotus Domino	1	R4 CLS Administrator Certification in Sept. 1999; R5 CLS Administrator Certification in April 2000; R5 CLP Administrator Certification in Nov. 2000;
Application: Lotus Domino Doc	2	Knowledge Flow Manager at Infineon plc in 2005;
Application: Lotus Notes, GEDYS and IntraWare Applications	1	Sales, Office, Seminar, Helpdesk, Global Calendar, People, etc. while I was working for Haitec plc;
Application: CMS for WEB	1	Joomla since 2006, Wordpress since 2011;
Application: WEB-Design	1	Adobe GoLive, Adobe Dreamweaver, MS Frontpage 2000/2003, Notepad++;
Application: Graphic-Design	1	Adobe Photoshop, Adobe Illustrator, Adobe Fireworks, Gimp, Paintshop Pro;
Application: Website SEO	1	Being part of my training since 2004;
Application: Online Marketing	2	Acquired through different courses since 2010;
Application: Website traffic analysis	2	Awstats since 2006; Google Webmaster Tools and Google Analytics since 2010;

\* 1= Expert, 2 = Advanced, 3 = Intermediate, 4 = Basics

## INTERESTS / HOBBIES:

### **Background:**

- I am a multidimensional, **self motivated** and **creative person** with vast and varied experiences. I can work independently as well as a part of the team and am **capable of responsibilities** within management, administration and customer support & service.
- Working in different sized Companies including IT has enriched my professional and personal growth. Besides working as an employee, I also have my own business.
- **I lived in communes**, travelled to America, India, Thailand, Indonesia and throughout Europe. I have intensely **explored personal development** in my life.
- I have **organization and leadership talents** and love to work in the creative IT field as a Web developer & Graphic designer.
- **Sales and Communication Trainings** at Karstadt plc, ESCOM plc, AWD plc, Landmark Education Ltd., Software SIDOUN Ltd., Haitec plc, etc.

### **Hobbies and Talents:**

- Knowledge of different **sports** like Judo, Teak Won Do, Aikido, Volleyball, skiing, Squash, surfing, etc.
- Learned different **natural cure and eastern healing methods** like Shiatsu, Reiki, and **physical treatments** (Feldenkrais, Acupressure) and **meditation techniques**.

### **Personal Aims:**

- To work in a friendly, nourishing and supportive atmosphere. I work from a **Kai Zen principle** and therefore know what's required, keeping the bigger picture in mind, hence experience additional unnecessary pressure to be detrimental to my creativity and motivation.
- Support common sense, eco-friendly technologies and sustainability.

***Long term Career Goals, Objectives and Ambitions:***

- A role as a Web developer & designer and to deepen my IT skills.
- Leading a Team / Department.
- To work in a **service oriented and cooperative way** so that the team efficiency and company growth is guaranteed.

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**REFERENCES:**

**NEW ZEALAND:**

**SGH Travel**

Name: Jürgen Resch  
Tel: +64 9 4262067  
Email: info@sghtravel.com  
WEB: <http://www.sghtravel.com>

**Candlelyte New Zealand**

Name: Trisha Joe  
Tel: +64 21 127 87 89  
Email: candlelyte@xtra.co.nz  
WEB: [www.candlelyte.co.nz](http://www.candlelyte.co.nz)

**GERMANY:**

**Infineon Technologies plc. Munich/Germany**

Name: Thomas Kohnen  
Tel: +49 89 234 83480  
Email: thomas.kohnen@infineon.com  
WEB: [www.infineon.com](http://www.infineon.com)