Werner Gerstacker – PMP, CSM

San Francisco & Bay Area, California

Profile

Highly capable Senior Project and Program Management Consultant with more than twelve years hands-on experience and the following **key characteristics** and **core competencies**:

- Decisive
- Effective
- Self-directed
- Flexible
- 'Can-do' and 'take-charge' attitude

- Strong verbal, written, and presentation skills
- Excellent facilitation skills
- Negotiate pleasantly, diplomatically, but firmly
- Manage stakeholders across all levels and all areas of an organization

Main **areas of expertise**:

- IT and Telecoms
- Product development and implementation
- Systems implementation and enhancement
- Start-up to large, multi-national companies

- Managing from inception to completion
- Leading large corporate-wide projects and programs
- Managing multiple concurrent projects

Relevant Employment History:

Since 2009: Self-employed at Tech-Pro | Interim Management & Consulting (TPIMC, LLC):
- A San Francisco (U.S.) based firm, specialized in hands-on project and program management.

2005 to 2010: Self-employed at Gerstacker Consulting GmbH:
- A Vienna (Austria) based firm, specialized in hands-on project and program management.

1999 to 2005: Managing Consultant at WFI Consulting (formerly Questus Ltd.):
- A U.S./UK-based firm specializing in operational consulting in the telecommunications industry.
- After starting as Consultant, I was quickly promoted to Senior and Managing Consultant.
- Subject Matter Expert for Launch Program Management.
- Developed the WFI 'Launch Program Management Methodology for World Class Telecom Operators'.

Sample Project Experience:

⇨ See more projects and additional details at: https://tpimc.com/?tag=project-management

- **Role:** Project Management Methodology Consultant
  Enhanced and implemented a Project Management Methodology based on PMI, IPMA, and Prince2 for the product development division of a major European mobile operator. Developed and mapped processes as well as How-To-Guides.
  Client, Duration: T-Mobile International, 9 months

- **Role:** Technical Project Manager, EAP-SIM Implementation
  Enabled a major international mobile network operator to use the SIM card for user authentication on the WLAN hotspot network in order for the subscribers to get access to secure, encrypted internet access on their smartphones.
  Client, Duration: Deutsche Telekom AG, 11 months

- **Role:** Program Manager for a mobile operator start-up in Sweden
  Defined and implemented the standard program tracking methodology. Re-engaged several times to audit progress and ensure program was on track. Also supported the implementation of the methodology in Thailand, Luxembourg, Slovakia, and The Netherlands.
  Client, Duration: Orange, 7 months

Sample Project Experience – continued:

- **Role:** Project Manager/Coach AAA/PCF (User Authentication and Policy Control)
  Upgraded the AAA (Authentication, Authorization and Accounting) system to enhance capacity and well as improving redundancy. Implemented a new PCF (Policy Control Function).
  Client, Duration: T-Mobile International, 8 months

- **Role:** Program Office Manager for the launch of a 3G start-up operator across Italy
  Aligned and managed plans across all functional areas, including Network, IT, Marketing, Sales, and Customer Care. Re-engaged to audit progress and ensure program was on track.
  Client, Duration: Blu, 8 months

- **Role:** TPM/SPOC (single point of contact) Product Development Division, vGi (virtual Gi)
  The project purpose was to extend the private address space for mobile data users. In this role I successfully coordinated of all necessary upgrades of all systems owned by the division.
  Client, Duration: Telekom Deutschland GmbH, 13 months

- **Role:** Local Implementation Project Manager, Mobile Instant Messaging
  Implemented a harmonized Instant Messaging solution as an externally hosted solution with full service, authentication and billing integration.
  Client, Duration: T-Mobile UK Ltd, 9 months

- **Role:** Client Development Project Manager, Mobile Instant Messaging Handset Client
  Managed the outsourced development (India, Canada) of a J2ME client across the international division and four country organizations (Germany, UK, Czech Republic, Slovakia) of a major international mobile network operator.
  Client, Duration: T-Mobile UK Ltd, 9 months

- **Role:** Co-author of a Network Planning Toolset (MSExcel-, VBA-based)
  Built a set of tools which included a Traffic Forecasting Model, a Service Mix (Monte Carlo) Model, a Core Network Model (for capacity planning), and an Access Network Optimizing Model. Applied the Network Planning Toolset to optimize the transmission network for the Western Region (CA, NV) of a U.S. mobile operator.
  Client, Duration: WFI Consulting, 6 months, T-Mobile USA, 6 months

- On various projects, **managed multiple vendors** to deliver on time and budget, including HP, Cisco, NSN, ByteMobile (now part of Citrix), OZ Communications (acquired by Nokia) in various delivery models (simple hardware delivery and managing own implementation, upgrading hardware and software of a live service that required a minimum of 99.9% availability, design of a custom solution on standard hardware and integration into the existing infrastructure in cooperation between the in-house design and development team and the professional services division of the vendor). Responsibilities included managing RfI/RfQ processes, vendor selection and negotiation of 'Statements of Work' as well as schedules and staffing.

Academic Background:

- Diplom-Kaufmann, Bayreuth University, Germany, specializing in Business Organization, Management, and Human Resources (certified as U.S. MBA equivalent).

- Post-graduate coursework at Chemnitz Technical University, Germany in Information and Communication Systems.

Additional Info:

- Member of the PMI, San Francisco Bay Area and Silicon Valley Chapters
- Member of the ScrumAlliance (www.scrumalliance.org)
- Member of GABA (German American Business Association)
- Advanced Microsoft Office and Microsoft Project skills
- Native German speaker, German passport and U.S. Green Card holder
- Initiator and Chair of the PMI 'Job Search Group' in San Francisco