

SUMMARY

Dr. Wolfgang J. SCHNEIDER

PERSON & CONTACT

Name	Kommerzialrat Dr. Wolfgang J. Schneider
Family	Married
Nationality	Austria
Date of birth	1949-04-15
Address	Wolfsaugasse 9 – A-1200 Vienna (Austria)
Telephone	+43-1-350-68-84 or +43-1-334-21-34
Facsimile	+43-1-332-53-08
Mobile	+43-664-492-96-12
e-Mail	wolfgang@drschneider.eu

Quality Assurance / Acceptance Test Manager

- Certified Management Consultant (ICMCI) – ISTQB Full Advanced Level
- Certified Professional for Requirements Engineering
- Certified IT Consultant – Certified European Quality Manager – ITIL Certificate
- Experience in all aspects of the SDLC, as analyst, developer and tester
- Ability to effectively communicate with auditors, accountants, and technicians
- Interface Specialist – Datnorm, Eldanorm, EDIFACT, ETIM
- RUP – Rational Rose, Requisite Pro, UML

EDUCATION

2009	International Software Quality Institute, Erlangen, Germany ISTQB® Quality Assurance Management Professional - QAMP®
2008	International Requirements Engineering Board (IREB) Certified Professional for Requirements Engineering
2008	Donau Universitaet Krems Six Sigma Champion
2008	EXIN (NL) & TUEV Southern Germany ITIL Foundation Certificate in IT Service Management – ITIL V 3.0 Bridge
2007	International Software Quality Institute, Erlangen, Germany ISTQB® Certified Tester, Full Advanced Level
2007	International Software Quality Institute, Erlangen, Germany ISTQB® Certified Tester, Advanced Level – Technical Tester
2007	International Software Quality Institute, Erlangen, Germany ISTQB® Certified Tester, Advanced Level – Functional Tester
2007	Institute for Management Consultants and Information Technology Experts Certified Management Consultant (CMC) – ICMCI approved
2006	International Software Quality Institute, Erlangen, Germany ISTQB® Certified Tester, Advanced Level – Test Manager (former ASQF)
2005	International Software Quality Institute, Erlangen, Germany ISTQB® Certified Tester, Foundation Level (CSTE) – ISEB equivalent
2002	EXIN (NL) & TUEV Southern Germany ITIL Foundation Certificate in IT Service Management
2002	Institute for Management Consultants and Information Technology Experts Certified IT Consultant (CITC)
1996	European Organization for Quality Certified European Quality Manager
1982	Harvard Law School Program of Instruction for Lawyers
1972	University of Vienna Doctorate in Legal Sciences (Doctor Juris)
1967 - 1971	University of Vienna Study of Legal Sciences

LANGUAGES

GERMAN	Native Speaker
ENGLISH	Fluent (written and oral)
SPANISH	understand most simple texts, can listen into remarks, working knowledge
FRENCH	Spent a lot of time in places were they speak French only
JAPANESE	Basics – 43 years in traditional Martial Arts left their traces
ITALIAN	Basics – understand most simple texts, can listen into remarks
ARABIC	Basics – just enough for travel and being courteous in Islamic countries

PROJECTS / EXPERIENCE

2008-2009	Software Quality Days – Austrian Testing Days 2009
Lecturer	

Preparing and holding a lecture at the first official international event of the AUSTRIAN TESTING BOARD (ATB - ISQI).

2007-2009	Walther Telemedia Romania / Ameryg
System Auditor / Test Coordinator / Quality Consultant – Customer Service Center	

Validation and Verification of the Pre-Acceptance Test Process, Monitoring of Test Management, Inspection of the Documentation. Responsible directly to the Owners of Ameryg.

2007-2008	Mobilkom Austria / Unisys
Test Manager / Coordinator – Partner Web (Web Service for Retailers)	

Managing the Testing of Retailer Web Services including the Setup of new accounts/subscribers in the Amdocs billing system. Test Plans – Coordination of Pre-Acceptance Testing – Pre-Production. Mercury Test Director, Enterprise Architect, A.C.Pro, XML, SOAP. In addition, scripting of ca. 100 regression test cases. Directly reporting to the Top Management of Unisys Austria.

2007	VIDC Vienna Institute for Development and Cooperation
Consultant – Conversion and Migration of a Legacy DB Solution	

Requirements – Development – Testing – Implementation. Transition from Firebird to Open DB. In addition to the Data Bank Conversion, programmed a web-like front end with HTML, PHP, and MySql.

2006-2007	simobil – Vodafone (Ljubljana, Slovenia)
Consultant – Euro Conversion: Requirements – Test Specifications – Certification	

Setting up the existing Amdocs billing system for the Euro currency. Managing the technical part of the project, Requirement Inspection, Requirement Documents along ANSI/IEEE Std 830-1984, Test Planning (IEEE 829), Test Cases (IEEE 829), Preparation for Certifications. Reporting to Euro Project Management / CEO.

2006-2007	ICC – Peter Neizert (Bratislava, Slovakia)
Consultant – Company Foundation and Relocation Services	

Consulting and services for companies setting up branch offices or new operations in the new EU countries, especially Slovakia, Czech Republic, Slovenia, and Hungary. Responsible directly to CEOs, Boards, etc.

2003-2005	NITEL - Nigerian Telecommunications Limited
Test Manager for NIIMA (Nitel Interconnect, ITU, Mediation and Activation)	
Acting Project Manager for NIIMA, Testing Consultant for AXAPTA and Retail	

Directly responsible to CEO, CFO, CTO. Primary scope of the assignment was Mediation, Interconnect, and ITU using INTEC products. Setting up, training, and managing a team of up to 8 testers for pre-production and production. Setting up new testing processes, functions and best practice methods from scratch, creating a comprehensive understanding of software development lifecycle (SDLC) and testing lifecycle. Providing leadership for the test team including the approach taken to testing.

Development of test scenarios and processes, revision of business processes, contract-related consulting, evaluation of requirements. Development of automated software test scripts and project-specific test tools. Delivering testing solutions to the project working closely with the business user community and IT to ensure the success of the project.

Preparing test strategies, supervising allocated assignments, scheduling resource allocations Supporting Project Management to achieve their stated objectives by ensuring that the testing requirements are scoped, planned and managed appropriately.

Facilitate the definition of new and enhanced processes including mapping and documenting the defined and agreed business processes. Reviewing proposed process and application designs to ensure compliance to requirements

Contributing to the development of technical specifications in cooperation with Siemens, Alcatel, Ericsson, and Motorola. Designing switch tests, implementing fraud detection processes.

Promoting revenue assurance by pointing out leakage, CDR dropping on switch level.

Know-How transfer to the upstarting retail billing project and Mentoring and supporting the AXAPTA Process Analysts/Designers. Define, document, and test new and enhanced processes and system solutions.

2004	MTEL - Nigerian Mobile Telecommunications Limited
Testing and QA Process Consultant for Interconnect & Mediation Project	

Transfer of Testing Know-How to enable MTEL to perform their Acceptance Tests. Training and mentoring the test team with an absolute focus on quality and best practice. Anticipating potential software problems by creating robust test scenarios to ensure comprehensive testing.

Ensure technical documentation and systems are in agreement.

Promoting adherence to test disciplines and methodology.

Applying quality assurance techniques in a continuous improvement environment.

2001 - 2002	Vodafone D2 (Germany)
Team Leader Accounts Receivable and Collection for KIAS 2000 (AMDOCS)	

Managing a team of 10 people in pre-production and production, most of them with a strong development or technical background.

ITIL Incident Management, Problem Management, Change Management, SLAs

A/R responsibility for the Service Provider phase (set into production in August 2001) and the Direct Credit Customer phase (set in production in November), supervision of (and also personal participation in) operational tests, stress tests, and friendly customer testing.

Writing and modification of test scenarios and test process documentation, revision of business processes together with the respective Business Process Owners, developing work-arounds, Service Level Agreement Control.

Due to the experience in overall Billing Procedures, most of our standard Billing Test Cases and Billing Test Scenarios were incorporated into the Overall Flow of the Test Procedures. Non-Paper Output was completely within the tasks of our team.

Remedy and SERF was used for formal defect tracking, a knowledge data base had to be maintained.

2000 - 2001	tele.ring (Austria)
Test Manager Accounts Receivable and Collection Euro Currency Coordinator for CBAT 2000 (AMDOCS) Project	

Development and modification of test scenarios and test process documentation for A/R and collection, consulting the billing team developing billing scenarios. Acceptance testing using Tester's Choice and the On-Line System, administration of SERFs in the Software Enhancement Report System.

Responsibility for EDIFACT, Bank, Credit Card and SAP interfaces (G/L reconciliation).

Euro Coordinator ("Sub-Project Manager"): impact assessments, test coordination, special legal issues.

Four months production preparation, 8 months production including release implementation.

ITIL Problem Management, Change Management, Defect Management, Version Control. Providing technical coaching, training, continual improvement and mentoring for testers. A sound working knowledge of UNIX and SQL skills was needed for daily tasks.

All Billing Test Cases had to be revised due to the relevance to

1. Legal Questions
2. Euro Currency Implementation
3. Non-Paper Formats (EDIFACT)
4. Impact on General Ledger

1998 - 1999	Mobilkom Austria AG
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Test Manager Accounts Receivable, Collection and Billing – ABCNeu (AMDOCS) Test Manager Acceptance Test Group
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Development of Use Cases (Jacobson Methodology), Business Cases and Test Scenarios with Rational Suite tools according to business requirements and Amdocs DFS and DPD documents.

Planning and coordinating user acceptance testing in pre-production and release tests after cut-over (April 1999). Close cooperation with the business to execute and analyze test scripts. Had to create and manage test data databases and test environments. Use of GUI automation tool, a Defect Management System (SERF) Training of new testers.

Responsibility for Ready-for-Production criteria for A/R, Billing and Collection, Risk Evaluation for Go-No-Go decision, Plan and monitor rollouts of new software releases. Test coordination with user departments, evaluation of tests using ISO 9000 quality criteria. Analyzing software testing needs and software test planning, executing software test plans, creating and maintaining software test specifications (test cases), conducting software design acceptance testing and regression testing, tracking issues down to their source.

Responsibility for Y2K tests and Euro Currency implementation. Consulting the company in technical implications of Euro Currency legislation.

Member of the Fixed Mobile Convergence team.

Management of the complete Acceptance Test Team during the last quarter of 1999: plan and allocate resources, estimate costs involved in completion of testing program, monitor timelines.

The complete Billing Process was to be managed over the whole period, special knowledge about EDI formats had to be used.

1990 - 2003	Verband der Österreichischen Elektrogrosshändler (Vienna, Austria)
Project Manager – IT Consultant – Analyst – Developer	

Setting up a database of electro items (starting with 100,000 up to more than 400,000). Original installation was FOXPRO 2.0 under MS-DOS, final was VISUAL FOXPRO 6.0 under Windows NT. Various data formats to be handled for supplier and customer interfaces: ELDANORM, DATANORM 3.0, DATANORM 4.1, DATANORM 5.0, and the European ETIM format. Euro and local currency had to be maintained in parallel. Extensive user interface design and testing, including a WEB interface. Working in partnership with other IT developers and key business clients to ensure the resulting development of business solutions (including system design development process, documentation, and user training) meets defined business requirements. Downloads (including graphic content for 1500 customers. Maintenance of the application, consulting for suppliers and customers. Since the organization is a non-profit association of electro wholesalers, the service was too transparent.

1995 - 1999	Chamber Organizations
IT Consultant for Euro Currency and Millenium Bug Solutions	

Realizing very soon that Y2K and the Euro Currency will hit the European IT community roughly at the same time, I started to blow the whistle at a time when most people thought 2000 is far away and there will be something like a Big Bang currency switch. I held a row of seminars and lectures about this topic, most of them together with the Federal Chamber of Commerce, the American Chamber of Commerce in Austria, and National TV.

1997	Softwarehaus Dr. Peter Hackhofer (Vienna, Austria)
IT / Accounting Consultant – Best Practices Analyst	

Evaluation of the requirements for an insurance package for a customer in Switzerland. Developers had great technical skills and good business knowledge of insurance, but no experience with financial accounting and banking interfaces. Review of work done, suggesting changes, pointing out mandatory re-design.

1996	Lidl & Schwarz – Rueff (Heilbronn/Neckarsulm, Germany)
IT Consultant	

Evaluation of the companies quoting for the tender to redesign the IT of this German supermarket chain.

1996	HAZET Constructions (Vienna, Austria)
IT / Accounting Consultant – Business Process Designer	

Review of the cost accounting system . Originally hired to design and develop a new system, including evaluation of various data base solutions and tie-ins to the existing AS 400. Ending up re-designing business processes together with the CFO. Testing the system with the new processes in place. Bank shut down the company two days before the scheduled presentation of our new solution, with all the testing done successfully.

1996	BRAINTRUST WORLDWIDE Unltd. (Cuenca, Ecuador)
IT / Accounting Consultant – Business Process Designer	

Helped an Austrian expatriate to sort out his office organization – very interesting experience

1995	GEROT Pharmaceuticals (Vienna, Austria)
Migration Consultant – Process Designer – Developer	

Migration of the legacy systems (MS-DOS and ICL S25) to the AS 400 platform. Single-handed hands-on work on the legacy side.

1988 - 1994	GEROT Pharmaceuticals – Dextropharm – International Pharmacy
Project Manager – IT Consultant – Process Designer – Developer	

Maintenance of the MS-DOS and ICL S25 systems (production control, logistics, order processing). Personal consultant to the CEO/owner, supporting the CIO and CFO. Acting CIO for some periods.

1982 - 1993	HERAEUS Germany
IT Consultant – Project Manager – Process Designer – Developer	

Implementation of ICL S25 in various companies of the Heraeus conglomerate. Development of additional programs rounding up the off-the-shelf MERKUR package. Redesign of the production control package and payroll of Heraeus Voetsch Balingen. Long-term maintenance of those programs in parallel to the installation of IBM S/34 due to the fact that the new system could not fulfill the expectations for years.

1992	GEROT Pharmaceuticals – KPMG (Vienna)
IT Consultant – Process Designer - Developer	

Adaptation of the MS-DOS based Asset Accounting system to new legal requirements in close cooperation with Alpen-Treuhand (KPMG). Upgrading from FoxPlus to FoxPro. Design and development of interfaces to AS 400.

1990 - 1992	GEROT Pharmaceuticals – Dextropharm – International Pharmacy
IT Consultant – Project Manager - Process Designer - Developer	

Complete redesign of the production control and logistics package based on the decision that the SAP solution was not ready for AS 400 and we could buy time with an in-house development using much of the legacy code. Wrote the backbone of the programs in ICL S25 Assembler and COBOL myself, and tested the complete system with the other developers. Installation of Novell and a PC network with ICL emulation. Evaluation of IT solutions in other companies within the Rhône-Poulenc conglomerate, spending some days in the factory of HADENSA (Waterford, Ireland). Collection of a requirement backlog for the future solution with SAP that took place some years later.

1991	DEXTROPHARM (Vienna)
Project Manager – IT Consultant – Process Designer - Developer	

Developing an office solution using FoxPro, Lotus, and Word Perfect.

1991	Restaurant VILLA HANS MOSER (Vienna)
IT Consultant – Project Manager - Process Designer – Fraud Hunter	

Supervising the installation of the "REMANCO" restaurant application package (UNIX on a Motorola system). Acceptance testing, training the personnel, installation of a backup system in the Dextropharm office for monitoring and fraud detection. Summary: more a detective than an IT consultant.

1989 - 1990	CLADROWA Electro Wholesales (Graz, Austria)
IT Consultant – Programmer – Bug Fixer	

Bug-Fixing for a hand-me-down package on an ICL S25. Adding additional programs.

1985 - 1990	HILSBERG – Tupperware Representative (Hemsbach, Germany)
IT Consultant – Project Manager - Process Designer – Developer	

Developing a solution for order entry, stock and invoicing. Many Tupperware items have to be assembled – so the parts have to be ordered using a part list system. System Maintenance and training.

1988 - 1989	GEROT Pharmaceuticals (Vienna)
Consultant – Project Manager – Acting IT Manager - Process Designer - Developer	

Performing a study about the current and future situation of IT at GEROT. Integration of a new company (Dr. Schieffer, Biovital – discontinuation of the NIXDORF-COMET application) induces need for many changes. Program development for PCs in dBase. Complete redesign of the statistics and reporting system for the therapy and radiology divisions. Had to take over the position of the IT manager who left with one day's notice. Development of a complete assets accounting system in FoxPlus. Integration of a third product line (catheters) causes the need for a parallel order handling / stock system.

1986 - 1988	SCHLITT – Tool Wholesaler (Frankfurt)
IT Consultant – Project Manager - Developer	

Hired to maintain and adapt ANS COBOL programs for an ICL 29ME under TPE. Created some additional programs. When the company was sold to Rothenberger, giving some support to change their UNIX Business Basic programs to current need.

1985 - 1988	Lidl & Schwarz – Rueff (Heilbronn/Neckarsulm, Germany)
IT Consultant - Developer	

Developing parts of a Cash & Carry system: cash register interfaces, all the server programs for the checkouts (Assembler), some of the cash register programs in LEVEL 2 COBOL, some big batch programs in ANS COBOL under IAS/TPE. Installation support in Frankfurt, Neckarsulm, and Freiburg. Re-wrapping of the package as a new standard for ICL Germany ("C+C 2000"). Maintenance of the Lidl software and C+C-2000 customers for ICL and directly.

1984 - 1988	Miltenberger C.A.R. Automotive (Germany)
IT Consultant – Project Manager - Process Designer – Developer	

Installation of an existing package on a new customer's system. Adaptions, redesign and development of new programs including an order placing system. New systems in outlets in Wertheim and Hanau,. Close cooperation with other members of the C.A.R. group.

1975 - 1988	Taylor Instrument – Sybron – Combustion Engineering
IT Consultant – Project Manager - Process Designer – Developer	

Developing a complete order entry system including part lists, order placing, order tracking, and invoicing with A/R and G/L interfaces on a SINGER System Ten platform. Maintaining the system through two mergers and an active takeover (MOCO) until the company was closed. First steps with dBase / FoxPlus on an IBM PS/2 platform. Very sophisticated U.S.-oriented reporting system. Implementation of the system at Taylor Netherlands in Den Haag in 1980. Travelling to UK and France with the CFO to explain the system to other subsidiaries.

1984 - 1987	GEROT Pharmaceuticals (Vienna)
IT Consultant – Process Designer - Developer	

Designing and developing a complete production-oriented stock and order placing system, including the tracking of a lot of chemicals down into the pill package. Upgrading from SINGER System Ten to ICL S25. Replacement of the in-process-scales programming system.

1979 - 1984	HARTEL Drug Market (Frankfurt)
IT Consultant – Project Manager - Process Designer - Developer	

Installation of an existing pharmaceutical package on a new customer's system. Adaptions, redesign and development of new programs to fit the drug wholesaler's needs. Long-term maintenance contract, upgrading from SINGER System Ten to ICL S25.

1984	International Pharmacy (Vienna)
Programmer	

Program changes in LINE-COBOL. Screen and batch.

1983 - 1984	Messer Griesheim (Darmstadt, Germany)
Programmer	

Writing some dialog programs for ICL DRS 20 in LEVEL 2 COBOL.

1983 - 1984	GEROT Pharmaceuticals (Vienna)
IT Consultant – Process Designer - Developer	

Designing and developing a data bank system for the sales force. Developing an in-process-scales interface.

1977 - 1983	NEHO Mail Order House–Spencer Gifts–Music Corporation of America
IT Consultant – Project Manager - Process Designer – Developer	

Hired by Spencer Gifts Germany (Neho-Versand) to streamline a system that had been written by SINGER in Philadelphia. Successive replacement of the programs with new code. Continuous upgrade of H/W and S/W. Very close cooperation with Spencer Gifts in Atlantic City and the auditors of MCA. 1981 Complete reprogramming in ANS (Range) COBOL under TPE to be able to upgrade to ICL 29 ME. 1982/1983 there is a massive need to give production support because of HR has problems to find an IT manager. 1983 the company closes down their mail order business and IT.

1976 - 1983	UKB – SINGER – Barclays (Frankfurt, Germany)
IT Consultant – Project Manager - Process Designer – Developer	

Designing and developing the complete IT solution for the business of Universal Kredit Bank (Industry Financing): Credit Accounts (with variable installment rates and collection), Refinancing ("Geldhandel"), General Ledger in parallel along German and U.S. rules. Very sophisticated report system (Income Statement German/U.S., Balance Sheet German/U.S., tax reports, reports to the German Federal Bank, etc.). The (new) Leasing branch had to be put on the system, handling residual values and the completely different treatment of interest in the two legal systems (especially FASB 13). Sent to the corporate HQ in New York City to clarify issues. When the bank was sold by SINGER to Barclays, the reporting had to be re-done to cope with UK rules.

1975 - 1983	BUDERUS (Wetzlar, Germany)
IT Consultant – Process Designer – Developer	

Designing, developing, and maintaining a central billing system including extensive data exchange with other IT systems within the company.

1979 - 1982	GEROT Pharmaceuticals (Vienna)
IT Consultant – Process Designer - Developer	

Designing and developing a stock system, upgrading to a demand-driven production planning and inventory system, expanding the recipes (part lists), new calculation (pricing) programs.

1978 - 1980	ICL Germany
IT Consultant – Programmer	

Developing special applications using a newly developed interface processor (plug-in style)

1979	Dr. Schmalzl CPA (Vienna)
IT Consultant – Project Manager	

Managing the design and development of improvements in an accounting system.

1977 - 1979	GEROT Pharmaceuticals (Vienna)
IT Consultant – Process Designer - Developer	

Support and consulting in the planning and basic installation phase. Development of a cost-accounting system that was in use for the next 17 years. Redesigning the third-party order processing system to fit the needs of the company.

1977	HURD Associates (Fremont, CA)
IT Consultant – Developer	

Spending some weeks in S/W labs in Fremont, Santa Clara, and San Leandro.

1975	MAREG Accumulators (Idstein, Germany)
IT Consultant – Programmer	

Miscellaneous programs beefing up the accounting system.

1974 - 1975	BUDERUS (Wetzlar, Germany)
IT Consultant – Project Manager - Process Designer	

Managing the design and development of an order processing and production control system for a radiator factory in Eibelshausen. Hired by SISCO (Singer Information Systems).

1974 - 1975	HOLZ-HER (Vienna)
IT Consultant – Project Manager - Process Designer - Developer	

Designing and developing a stock and invoicing system for a hardware wholesaler.

1973 - 1974	RAIMERTH & SCHMALZL (Vienna)
IT Consultant – Programmer	

Writing a multi-client accounting system on a DEC PDP 11/20 in COMMERCIAL FORTRAN.

1973	NATIONAL SEMICONDUCTOR (Fürstfeldbruck, Germany)
IT Consultant – Programmer	

Programming support for a SISCO customer on a SINGER System 10.

1973	SIEMENS (Vienna)
IT Consultant – Programmer	

Programming support in COBOL.

1973	Dr. Schmalzl CPA (Vienna)
IT Consultant – Programmer	

Expanding the multi-client accounting system to handle VAT. COBOL on UNIVAC.

1973	Austrian Chamber of Commerce (Vienna)
IT Consultant – Programmer – System Integrator	

Developing programs for a cost-accounting system. Stand-alone programs to be developed in a closed-shop environment for IBM/370 under OS in ANS-COBOL. Next task was to integrate the parts written by different programmers into one big program using the (new) Segmentation Feature.

1972	IDS Institut für Datenverarbeitung und Software-Entwicklung (Vienna)
Programmer (Employee)	

Miscellaneous applications in COBOL on IBM/360 and Borroughs 3500. Assembler on Phillips magnetic ledger systems. Most important project was for Mettler in St. Gallen (Switzerland) for SISCO: Maintenance and backup programs on a FRIDEN System Ten.

1971 - 1972	Nixdorf Computer (Vienna)
Programmer (Employee)	

First experiences with magnetic ledger systems. Miscellaneous applications in Assembler.

1971	AC Service (Vienna)
Programmer (Freelance)	

Miscellaneous applications in COBOL on Honeywell-Bull GE 400. Magnetic tape environment.

1970 - 1971	Honeywell Bull (Vienna)
Student	

COBOL training on Honeywell-Bull GE 400 and GE 120. Assembler and operating system training on GE 400. Training in BISAD (Business Information Systems Analysis and Design)

1969 - 1970	BFI (Vienna)
Student	

Training: Introduction to IT, bits & bytes, flowcharts etc.