Europass Curriculum Vitae (English)

Personal information

First name(s) / Surname(s)	**Thomas KUNZ**
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Date of birth	13 September 1969
Gender	Male

Summary

Lifelong Innovation Expert with strong experiences in system & enterprise architecture, process definition and execution, sustainable product and process management and socially balanced human interaction. Collaborator and team player.

More than 25 years of experience in (project) managing medium to large teams (including virtual teams).

Cloud Computing, Digital Business and IoT Evangelist; speaker, blogger, writer, music lover, motor biker, photographer, maker of PeaceOneDay Austria, supporting https://cisv.org

My biggest pleasure is it to combine my diverse skills and knowledge into the best possible support for the project at hand.

Work experience

Dates	**January 2015 →**
Occupation or position held	**Founder and Innovation Architect** **Smile-IT**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	After about 25 years of employed work in various setups and domains, I have decided to offer my broad experience in multiple IT-related fields freely to the market and help customers in leading an innovative approach to future digital business models for the benefit of their growth targets. I am since working in various domains and roles (as an automation consultant, administrator, scrum master, product owner, project manager, IT, system and solution architect, strategist, CIO, CISO) See my website for more detailed information.
Dates	**January 2025 →**
Occupation or position held	**IT Architecture & Support, M365 Migrations**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	Supporting an international network of trainers and consultants in establishing a joint collaboration platform (Microsoft Teams) and migrating all eMail services from an on-premises provider to M365 Exchange Online. License Management, M365 Consultancy, Setup of support structure, cloud operations support, key user management and end user communications. **Customer:** Future Marke & Methode, https://future.at
Dates	**January 2023 →**
Occupation or position held	**IT Strategist, Architect, (temp) CIO**
Name and address of employer	https://www.smile-it.at/home

Main activities, responsibilities and achievements	Leading IT innovation and change for a UK-wide water community organization which focusses on community building, knowledge sharing and professional development in the UK water sector. Its IT landscape is based on M365 and various integrated tools and services (mostly Cloud, multi-tenant, some hosted). Driving integration, replacement, change management, automation, process streamlining. Managing their service providers. **Customer:** Great Britain Water Community Organization, https://instituteofwater.org.uk
Dates	**April 2019 →**
Occupation or position held	**Technical Event Manager, Moderator**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	Technical setup, management, execution and moderation of diverse IT-related events and conferences for Innovation, IoT, Cloud and Collaboration. Physical (in-person), virtual or hybrid (virtual + physical); including AV technology design and setup, online event setup (meeting platform), integration, technical live management **Customer:** various
Dates	**January 2019 →**
Occupation or position held	**Consultant, Strategist, CISO** **Software Development Project and Process Consultancy**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	Support in SW-Development and Customizing. Project management consulting. Process management consulting (Agile). Improvement and innovation projects. Business strategy consulting. Strategy workshops. CISO (leading yearly ISO27k certification preparation and internal audits) **Customer:** Austrian Software Development GmbH (Ltd.) with global customer distribution
Dates	**November 2017 → November 2023**
Occupation or position held	**Strategist, CIO, Operations Manager** **Global IT Management (Resources and Infrastructure Committee)**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	Management of the entire IT Infrastructure and Application Services for CISV (International and Country organizations). *Services:* Network, Mail, File Sharing and Collaboration, Unified Communication (Teams, Webex), Workplace, Licenses, several Application Services, core Member- and Programme Management application, Integration. End-2-end strategy development. Planning and ramp-up of global operations, support and service organization. People (incl. volunteer) management. **Customer:** Global NGO https://cisv.org
Dates	**July 2017 → February 2018**
Occupation or position held	**Architect, Consultant // IoT-Strategy for the City of Vienna**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	I developed the IoT-Strategy of the City of Vienna including platform recommendations, IoT protocol recommendations, public feedback incorporation, use case development and recommendations *Download (German only): https://www.wien.gv.at/digitaleagenda/internet-of-things.html* **Customer:** MD PICT, Magistratsdirektion, CIO of the City of Vienna
Dates	**June 2017 → August 2018**
Occupation or position held	**Architect, Engineer // Microsoft 365 Migration**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	Migration of all mail user and contact accounts and distribution lists from Linux-based Qmail to Microsoft Exchange Online. Office 365 Tenant Setup and organizational introduction (user and admin onboarding). Active Directory population. SharePoint On-premises-to-cloud migration (several sites). **Customer:** Global NGO https://cisv.org
Dates	**March 2016 → March 2019**

Occupation or position held	**Architect, Project Manager // Infrastructure Project Management**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	Management and execution of several large, globally distributed, projects for Mobile Device Management, Cloud Deployment and Network Infrastructure Enhancement (software-defined, hardware-based) **Customer:** IT department of a large globally distributed non-IT company
Dates	**September 2015 → March 2016**
Occupation or position held	**Architect, Consultant // IoT & Cyber-physical Systems of Systems Architecture**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	Creation of a blueprint for the Internet-of-Things (IoT) and large scale cyber-physical systems-of-systems architectures. Main purpose was to achieve clarity for customers to further discuss advancement into IoT and Digitalization services. **Customer:** Technology & Research department of a global engineering company in the fields of energy creation/consumption, industry automation and smart city.
Dates	**November 2015 → January 2016**
Occupation or position held	**Architect // Infrastructure-as-Code**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	I developed a concept for changing IT services delivery from "rack&stack" deployment to continuous delivery of services based on Infrastructure-as-Code patterns. Technology stack of choice was Amazon AWS and CloudFormation. Project scope and architecture blueprint have been developed. **Customer:** IT department of a large globally distributed non-IT company
Dates	**April 2015 → December 2015**
Occupation or position held	**Architect // Hybrid Cloud Framework Patterns (Consulting)**
Name and address of employer	https://www.smile-it.at/home
Main activities, responsibilities and achievements	For the HQ IT of a medium size customer (~13.000 employees, globally distribution, 3 main DC hubs) I created a framework architecture to provide IT services in a hybrid manner with on-prem and Amazon AWS datacenters. The paper is a basis for moving IT services from on-premise into the Cloud in an ongoing process. **Customer:** IT department of a large globally distributed non-IT company
Dates	**September 2013 → November 2014**
Occupation or position held	**AcT – Automic Corporate Technology** **The Office of the CTO @ Automic Software** **Sr. Technologist responsible for Automation, Orchestration, SaaS**
Name and address of employer	Automic Software – http://www.automic.com
Main activities, responsibilities and achievements	• Top level technology conversations addressing innovation topics and important Automation-related aspects with sales and customers • Establishing the technical vision and leading all aspects of technology and innovation development • Defining and developing Automic's Cloud Computing strategy • Aligning product architecture with customer feedback and product management's product strategy • Automation Evangelist with active participation in "call for paper", whitepaper creation, blogs • Establishing Automic thought-leadership in the Automation Space • Temporary member of Automic's Executive Team
Dates	**May 2014 → August 2014**
Occupation or position held	**Project Management Office Head of the Post-Merger-Integration project for ORSYP**
Name and address of employer	Automic Software – http://www.automic.com
Main activities, responsibilities and achievements	• Created and defined the project management office (PMO) of the project (together with McKinsey) after Automic had acquired ORSYP • Co-ordinated all integration streams along company functions and (future) org units • Cross-aligned all integration streams

- Co-defined functional and cross-organizational processes
- Established and co-executed change management (together with the ORSYP change champion)
- Co-prepared economic note for French social plan based on strategic product decisions

Dates	**January 2013 → June 2013**
Occupation or position held	**Office of the CTO @ Canopy – The Open Cloud Company**
Name and address of employer	Canopy – http://www.canopy-cloud.com
Main activities, responsibilities and achievements	- Established Canopy's technology position in Cloud Automation, Orchestration, Brokerage - Architecture alignment for Canopy's SaaS and PaaS solutions with the Framework - Co-developed C³RA – the "Canopy Cloud Computing Reference Architecture" - PreSales support for Sales and bid teams - Technology evaluation, market analysis - Canopy Evangelism through blog, speaker appearances and whitepaper contribution
Dates	**January 2012 → February 2013**
Occupation or position held	**Program Management Software Development for Canopy – The Open Cloud Company**
Name and address of employer	Canopy – http://www.canopy-cloud.com
Main activities, responsibilities and achievements	- Started "Canopy Cloud" technically by designing and implementing the first Delivery Framework for Cloud Provisioning and Orchestration (together with a team of 10-12 software developers, SW analysts, SW architects, …) - Established Canopy's technical Cloud Service delivery strategy - Introduced the first Canopy Cloud Services and integrated them with the provisioning framework - Co-established the Canopy Cloud Services product portfolio
Dates	**October 2007 → June 2013**
Occupation or position held	**Facilitator**
Name and address of employer	Siemens AG Austria, SIS PSE / Siemens IT Solutions and Services / AtoS – http://at.atos.net
Main activities, responsibilities and achievements	Facilitator, Moderator and Trainer for strategy workshops, project retrospectives, team building workshops, process definition workshops, etc.
Dates	**October 2008 → June 2013**
Occupation or position held	**Head of Innovation and Technology Support for projects + Head of Technical Pre-Sales**
Name and address of employer	Siemens AG Austria, SIS PSE / Siemens IT Solutions and Services / AtoS – http://at.atos.net
Main activities, responsibilities and achievements	Managed and drove innovation, ideation and dissemination of future technologies within Siemens PSE and subsequent organizations. Consulting for sales and bid teams with technology expertise and Innovation conversations and solutions to support proposal development. Led the Innovation Centers of Siemens PSE and subsequent units functionally as well as technically (1) 07/2011 – 06/2013: **Head of the "Cloud technologies and platforms" practice:** Technical and functional head of 20 top-experts spanning Microsoft, Open Source, Virtualization, Architecture and certain public cloud technologies for platforms and services. (2) 02/2010 – 09/2011: **International Head of all Technology Innovation Centers** leading innovation, trend and market analysis and dissemination of selected technologies and methodologies (Java, Microsoft, Open Source, Architecture, Usability & Graphic Design, Project Management and Test) (3) 06/2009 – 09/2011: **Technical Sales Head** for cross-industry methods and technologies (Cloud Computing Technologies, Testing, WEB2.0 and Collaboration, Project and Process Management, …) (4) 10/2010 – 09/2011: **Head of Virtual Partner Practice Microsoft** – globally managing the competencies and references of all Microsoft related units and technologists (5) 01/2009 – 06/2011: **Leading the Cloud Computing Taskforce** Establishing Cloud Computing and Cloud Technologies @ Siemens PSE and subsequent ORGs (6) 10/2008 – 02/2010: **Head of** the **"Windows Support Center"** (an Innovation Center for Microsoft technologies & Microsoft networks)

Dates	**December 2002 → February 2010**
Occupation or position held	**Head of the Siemens delivery segment for Project and Process Management and Microsoft Technologies and Architecture**
Name and address of employer	Siemens AG Austria, PSE / Siemens IT Solutions and Services
Main activities, responsibilities and achievements	Led an org unit of between 35 and 60 technology and process experts in various IT domains and later (additionally) took over the global management of Microsoft Technology Networks throughout Siemens internationally. Main achievements:

(1) Successfully harmonized the business processes of 3 different Siemens entities as manager of a Siemens CIO process/workflow implementation project
(2) Created and established a team to support Siemens process and workflow management, working based on ITIL patterns and providing tool and process support for ARIS and SOX (Sarbanes Oxley Act)
(3) Founded the Mercury Competence Center offering process and workflow (harmonization) consultancy as well as implementation in Mercury ITG (formerly: Kintana; later: HP PPM) and EAI (Application Integration) with third party solutions
(4) Global management of Microsoft Technology Networks and Innovation Centers in Siemens (internationally) from 10/2007 – 02/2010
 - cooperation with Microsoft
 - driving Microsoft related networks
 - coordinating contribution to Microsoft-Siemens alliance
 - strategic ramp up of technology related networks in CEE countries and China

Dates	**November 1990 → December 2003**
Occupation or position held	**Developer, Senior Developer, Project Management, Architect, Process Architect**
Name and address of employer	Siemens AG Austria, PSE
Main activities, responsibilities and achievements	Project collaborator, technologist, architect and manager of various analysis, implementation and process management projects for the following industries:

- Commerce (3 years of experience)
- Industry Automation (5 years of experience)
- Telecom (1 year of experience)
- Public Sector (2 year of experience)
- Siemens Group (4 years of experience)

mainly based on the following core technologies:

- Unix, Linux,
- All relevant Windows & Microsoft Technologies
- C, C++, VB, ASP, JScript, HTML + CSS and respective libraries
- Enterprise Application Integration (TIBCO & EDI)
- Process Management Methodology, ARIS, Mercury (HP PPM)

Education and training

Title of qualification awarded	**Train the Trainer Seminar (Training, Facilitation, Mediation, Coaching)**
Institute providing the training	CISV - http://www.cisv.org/ (2016)
Title of qualification awarded	**AWS Certified Solution Architect (Cloud Computing Architecture)**
Institute providing the training	tecRacer - https://www.tecracer.de/cloud-computing/amazon-aws-training/ (2015)
Title of qualification awarded	**Train the Trainer Seminar (Training, Facilitation, Mediation, Coaching)**
Institute providing the training	TeamSpirit Management Training Coaching - http://www.teamspirit.co.at/ (2007)
Title of qualification awarded	**Systemic Coaching and Counselling**
Institute providing the training	Integra4 - http://www.integra4.at/ (2006)
Title of qualification awarded	**FUTURE – leadership (Leadership, Management, Emotional and Social Interaction)**
Institute providing the training	Future Training, Coaching, Consulting – http://www.future.at/ (2004)
Title of qualification awarded	**Project Management Curriculum "PROMOTE"**
Institute providing the training	PRIMAS, PMI - http://primas.at/ (2000)
Title of qualification awarded	**MCP (Microsoft Certified Professional) for MS Windows NT 4.0 und Windows 2000**
Institute providing the training	Microsoft (1998)

Volunteering

CISV Austria
CISV International
2009 – (ongoing)

Leader Recruitment, Chapter President, Risk Manager, Programme Coordinator, Hosting Coordinator, Family Support, Camp Director, Staff, Kitchenstaff, Trainer, … and many many other roles as a Volunteer in CISV Austria
Communications Team Member, Decarbonizing Strategic Project Member, … and other roles in CISV International
Leadership development, Educational programme and content delivery following David Kolb's "Experiental Learning Cycle", programme content is based on Wolfgang Klafki's "Epochaltypische Schlüsselprobleme" (i.e.: key problems typical of the era).
"*CISV educates and inspires action for a more just and peaceful world.*"
http://www.cisv.org/

Theater Konfrontation
2024 – (ongoing)

Theatre productions, plays, comedy nights, music nights
Audio-, video- and lightning technique for various productions
Producing background sounds and tailored musical elements
Lightning design, sound design
http://www.theaterkonfrontation.at/

Personal skills & competences

Mother tongue(s)

German

Other language(s) acc. CEF (*)

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
English									
C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user
French									
B1	Independent user	B1	Independent user	A2	Basic User	A2	Basic User	A2	Basic User

(*) Common European Framework of Reference (CEF) level

Cambridge "Business Higher" English Language Certificate, Grade A

Social skills and competences

High level of emotional intelligence; Coaching, Customer orientation
Enthusiasm and verve; ability to unite and energize teams and drive target-oriented execution
Exceptional learning ability extends my broad technological knowledge basis

Organisational and architectural skills and competences

More than 25 years of management and leadership experience, about 10 years of pre-sales / technical sales experience, about 20 years of System and Solution Architecture experience

Web appearances

-> https://www.smile-it.at/home/

-> https://blog.smile-it.at/

-> http://www.linkedin.com/pub/thomas-kunz/10/544/a23

-> http://twitter.com/thom1309

-> https://www.xing.com/profile/Thomas_Kunz14

-> http://www.slideshare.net/thom1309

-> http://www.facebook.com/thom.kunz
-> https://www.instagram.com/gfsmiley/

Technical skills and competences	**Platforms & Technologies:**

- IoT
- SaaS, PaaS, IaaS (Amazon Web Services, Azure, Office 365, SaaS solutions in various fields)
- VMware vCloud / vFabric / vCAC Product Stack
- Business Process and Workload Automation & Management:
  → Automic (UC4) ONE Automation and Automation Offerings
  → Cordys BOP, Cordys CCP
  → TIBCO/ActiveEnterprise, TIBCO/BusinessConnect & EDI/EDIFACT
  → IDS-Scheer ARIS (Toolset, Business Designer, Processworld)
  → HP PPM (formerly Mercury IT Governance Suite)
- DevOps and Deployment Automation: Puppet, Chef, Automic ARA, Docker
- MS Project & MS Project Server, Sharepoint, Visio, Office
- Enterprise Architect, Archimate
- Database Management Systems (DBMS): MySQL, MS SQL, ORACLE
- Operating Systems: DOS, Windows 3.11, 95, NT, 2000, XP, 7, 8, 8.1, Server 2003, 2008R2, - UNIX/SINIX (basic), Solaris 2.8 (basic), Linux (multiple distributions - intermediate)

Programming Languages & Technical Knowledge:

- C, C++ (MS Visual C++, MFC / Win32)
- MS Visual Basic (3.0 – 6.0; .NET), VBA
- Visual Basic for ARIS-Scripting, ARIS object model
- HTML, XML, XSL/XSLT, XPath, (basics in G-XML)
- JavaScript, JScript, VBScript (Active Server Pages, ASP)
- T-SQL (MS SQL-Server) and PL-SQL (ORACLE)
- PowerShell, Linux bash
- .NET (basics)
- Java (basics)
- COM/DCOM, MTS (MS Transaction Server)
- Kernel mode driver development kit (DDK) for MS Windows NT 4.0

Additional information **Publications**	

- Participation in panel discussion on Cloud Computing in March 2009
- Several appearances in Cloud conferences as speaker, presenter or in panel discussions
- Publication on "Cloud and IAM" in the EuroCloud Austria Book "Cloud Migration"
- Definition and initial ramp-up of Cloud Strategy at Automic Software
- Ramp-up and dissemination of Cloud Computing in AtoS and Canopy (an AtoS joint venture)
- Whitepaper "The Next Big Thing" on the evolution from Cloud to Digital Business:
  http://smileit.at/blog/tag/the-next-big-thing/
- Whitepaper "*Technology USPs - 10 Capability-Musts of an Enterprise Automation Platform*"

Artistic skills and competences	Singing, playing guitar and piano, acting
Driving licence(s)	EU driving license: A, B