

Résumé  
of  
Torsten Aé  
graduate computer scientist

Job Experience

[Consultant](#)

Since 1-Apr-2007

Program Management Global Sales  
Convergent Charging, Billing & Customer Care  
for Nokia Siemens Networks

1-Oct-2006 – 31-Mar-2007

System-Integration Services Billing & Customer Care  
for the Service Management Group of Siemens Networks

1-Mar-2005 – 30-Sep-2006

Product Line Manager Services  
for Charging & Care Solutions in Siemens Mobile Networks

1-Apr-2003 – 28-Feb-2005

Service Account Manager for CRM-Solutions  
Management of projects for key-accounts

[TPS Labs GmbH](#)

1-Aug-2001 – 31-Mar-2003

Productmanager for CRM-Solutions  
Planning of product enhancements and new solutions  
according to market trends and customer requirements

[Datastream Systems GmbH & Co. KG](#)

1-Nov-1999 – 31-Mar-2001

Service Manager Central Europe  
Responsible for staff and budget  
in Consulting, Technical Services, Support and Training

[Lotus Development GmbH](#)

1-Apr-1999 – 31-Aug-1999

Lotus Professional Services  
Service Manager for Notes Applications in Automobile

[Netscape Communications GmbH](#)

1-Aug-1997 – 31-Mar-1999

Worldwide Professional Services  
Projectmanager for Intranets, Extranets and Hosting Services  
Services Account Management for Telco's

[Sequent Computer Systems GmbH](#)

1-Jan-1996 – 31-Jul-1997

Professional Services  
Consultant and Projectmanager Data Warehouse

[IPS Informations- und Prozeßsysteme GmbH](#)

1-Aug-1989 – 31-Dec-1995

Application-Developer  
Projectlead in the fields of Environment,  
Information-Systems and Logistics

[GPP Gesellschaft für Prozessrechnerprogrammierung](#)

1-Jul-1988 – 31-Jul-1989

Free cooperation as a Software-Developer

[German Armed Forces](#)

1-Jul-1982 – 30-Jun-1988

Naval Officer  
study at the University of the German Armed Forces



# Professional Experience

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## Productmanagement

*Siemens Communications, TPS Labs GmbH*

- Planning and development of professional services for value-added services and billing solutions for mobile network operators
- Improvement of the bid-process and support of sales during acquisition
- Enabling of the world-wide sales-force for selling professional services
- Release planning of Client/Server and Web solutions for the CRM product-suite TPS Oceans
- Business oriented and technical planning for product development according to client and sales requirements, competition and market trends
- Evaluation of complementary solution providers, e.g. reporting and analysis, unified messaging, multichannel customer interaction, interfaces or mobile solutions
- Development of requirement documents for new and enhanced components of the crm solution, e.g.
  - Contract management for big customers of a car manufacturer
  - Customer-service-center for regional utilities
  - Marketing automation for a car manufacturer and an international business travel agency
- Support of marketing and sales with industry independent solution papers, technical descriptions und industry specific solutions for automobile, utilities and manufacturing

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## Management of Professional Services

*Datastream, Netscape*

- Restructuring of the service organisation for the central european region after aquisition of the german marketleader INSTA by Datastream Systems Inc., World Leader for Maintenance and Asset Management Solutions
  - Temporary management of the professional services department at Netscape Germany
  - Budget controlling and revenue planning for the services groups  
Consulting, Implementation, Training and Support
  - Resource planning depending on required qualification and best utilization of the service department
  - Recruiting, education, reviews and MBO's for a group of 25 people
  - Specification of practices and processes for project delivery and sales of services
  - Management of selected strategic projects in medium- and large-scale enterprises
  - Support of sales in bidding and defining services packages
  - Planning of interoffice processes and cooperation with the european and worldwide headquarter
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- Project setup for a customer acquisition and loyalty program for the advertisement department of one of the largest newspaper publishing company in germany
  - Process-design and projectmanagement for an integrated financial advisory service and automated sales process (finance)
  - Projectmanagement for the combined sales management and marketing automation at Beta Systems / Kleindienst (IT)
  - Projectmanagement for the implementation and roll-out of a marketing- and sales-management system at Sparkasse Bremen (finance)
  - Projectmanagement for implementing a CRM-solution at Illbruck (construction)
  - Account-Management for a central information system for the retail partners of Micro Compact Car (automobile)
  - Projectmanagement for implementing Lotus Notes as the strategic communications-platform for Daimler-Chrysler after the merger
  - Responsible for defining worldwide development standards with Lotus Notes databases at Daimler-Chrysler
  - Controlling and supervision of several Intranet- and Extranet-projects for customers in Industry, Banking and Telecommunications with own staff or partners
  - Management of ISP-projects at Deutsche Telekom
    - Lead of the consulting and implementation team
    - Design of an internet-service platform for private users of T-Online
    - Hosting Services for business users at T-Intra
    - Extranet solutions for business partners of T-Online.
  - Coordination and supervision of several intranet- and extranet-projects in Industry, Finance and Telecommunications
  - Implementation of a Data-Warehouse for an industrial enterprise
    - Lead of the consulting and implementation team
    - Definition of business requirements in close relation with customer experts
    - Qualification of technical prerequisites together with system-specialists and software-partners, e.g. database design, hardware-configuration, tool-evaluation for data-analysis and extract and load of legacy data-sources
    - Technical implementation of the solution on-site, especially consolidation of data-sources and development of standard-reports for different user-groups
  - Implementation of a customer-specific inventory-managementsystem based on the standard-product in a distribution center of a publisher
    - coordination and negotiation with the customer
    - functional and technical consulting
    - management of the implementation team
    - technical implementation and roll-out
  - Feasibility study for Lotus Notes based pilotprojects in documentmanagement and workflow for different departments in german subsidiaries of the Daimler-Chrysler Group
  - offers and requirement documents for internet-service platforms and hosting services at Telcos
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Consulting and Projectlead

*IPS*

- Definition of requirements for an administrative system for nuclear material in power plants. Technical implementation of the solution with a projectteam.
- Design and implementation of a computer-based system for the administration, supervision and graphical representation of measurements in the environment of plants for the early warning system in the federal state Nordrhein-Westfalen.
- Development of a standard-software for an inventory management system
  - requirement analysis and functional specification with experts in logistics
  - technical concept and implementation with a development team
  - projectlead for the implementation of the product
- Technical Pre-Sales support in the field Environment
- Pre-Presales support in the field Logistics and sales-consulting to sell the standard product for the inventory management system

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Software-Development

*IPS, GPP*

- standard-software package for an inventory management system
  - administrative system for nuclear material in power plants
  - supervision and graphical representation of measurements in the environment of plants
  - graphical representation for objectoriented software-design with a CASE-Tool
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