

# Curriculum Vitae of Thomas Keller



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## Personal Details

|                |                         |
|----------------|-------------------------|
| Name           | Thomas Keller           |
| E-Mail         | contact.at.hobbes.ch    |
| Date of Birth  | 03.03.1975              |
| Place of Birth | Basel, Switzerland      |
| Citizenship    | Swiss                   |
| Domicile       | Basel area, Switzerland |

## Keys of Success

I am an excellent communicator with strong analytical skills. I am able to comprehend complex contexts very quickly, to structure them and to deduce implications and consequences.

I have firm knowledge of all standard software and I am a subject matter expert for Microsoft Excel, including formatting, creating charts, pivot tables, combining formulas and programming macros.

## Professional Career

### *IBM*

|               |  |
|---------------|--|
| Since 12/2007 | Sales & Business Operations Leader for Application Services CEMAAS (Central Europe, Middle East, Austria and Switzerland); consolidate, track and forecast profit/loss and signings figures; interlocking with sectors and regions and the functional leadership teams and organizations, including Geo (Europe) and World-Wide; support Application Services CEMAAS leadership team |
| 2007          | Sales Operations Manager for Application Services CEMAAS; pipeline management, signings forecasts, opportunity reporting; linking and interlocking with the countries, the functional leadership teams and organizations, with the Geo (Europe) and World-Wide; supporting Application Services CEMAAS leadership team   |
| 2006 – 2007   | Contract Business Operations Manager in a Strategic Outsourcing customer account team; member of the functional leadership team;   |

responsible for all commercial aspects, including charging and billing, as well as business compliance and process adherence; leading a team of seven persons

- 2005 – 2006 Business Office Analyst in a Strategic Outsourcing customer account team; compiling complex reports, setting up and designing business processes; give guidance to other team members; business compliance focal point
- 2004 – 2005 Request for Services Manager; creating offerings and managing contracts in a Strategic Outsourcing customer account team
- 2002 – 2004 Offering Deputy for Strategic Outsourcing End-User Support Services; creating offerings for deskside support and helpdesk services; project work; supporting Service Management; training deskside support staff and helpdesk agents in new customer technologies; adapting processes to changing customer's requirements; co-leading a transformation project
- 2001 – 2002 Deskside supporter; taking care of all IT-related incidents, problems and questions of the Top Management of a large pharmaceutical company („VIP support“); IT-training for end-users (Microsoft Office and IBM Lotus Notes)

### *Early Career*

- 2000 – 2001 Editor and later chief editor of the student newspaper „gezetera“ (University of Basel); responsible for commercial and publishing aspects; writing included features, interviews (Ruth Dreifuss, Daniel Vasella, and many more), and gossip columns
- 2000 Internet training for teachers at the Gymnasium am Münsterplatz, Basel
- 1997 – 2001 Field service / PC Support at ALSO Comsy AG (Helpdesk agent)
- 1998 Co-teaching an Internet training for pupils at the Kantonsschule in Wohlen / AG (Project lead: Dr. W. Hartmann, ETH Zürich)
- 1996 – 1997 Salesman for computers and office supplies at A. Eschenmoser AG, Basel

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## **Education and Studies**

- Since 2002 Studying for a Bachelor in „Computing and Mathematical Sciences“ at the Open University, Milton Keynes, UK
- 1999 – 2000 Student assistant at the institute for German Philology (University of Basel)
- 1997 – 2001 Studying German Philology, Communication Science and Islam Sciences at the University of Basel (Undergraduate)
- 1996 Co-developer of a teacher rating system at the Gymnasium Oberwil / BL
- 1991 – 1995 Gymnasium (High School) in Oberwil / BL with A-Level (including Latin, German, English and Mathematics)
- 1987 – 1991 Progymnasium in Therwil / BL

## Personal interests and Hobbies

### *Education and Politics*

Education policy – how will the western civilization develop itself? Where is our place in a globalized world? How are we working towards a sustainable education?

### *Technology and Society*

What impact does new technology (not necessarily ICT) have on societies? How will societies react on new availabilities of knowledge? What are long-term technologies that will help evolving humanity and ultimately save the world?

### *Linux and Networks*

Constantly enhancing the private home-network, based on a Linux server, 1 Windows client, 1 Linux client. Linux advanced user

### *Movies, books, music*

Some favourite movies: Lord of the Ring trilogy, comic adaptations, "When Harry met Sally", Star Trek in all its incarnations. Some favourite books: "Null", "The mists of Avalon", books by John Grisham. Some favourite music: Enya, Elton John, Elvis Presley, Madonna, Kim Wilde, Katie Melua, The Corrs, Irish Folk

## Graduations and Certificates

### *Academical*

|      |   |
|------|---|
| 2004 | Certificate in Quantitative Studies for Business at the Open University     |
| 2003 | Certificate in Mathematics at the Open University                           |
| 2001 | Undergraduate Certificate in Islam Sciences (topic: „Philosophy and Islam“) |
| 2000 | Course in Arabic Communications at the Landessparcheninstitut Bochum        |

### *Others*

|             |  |
|-------------|--|
| since 2007  | Participant in the „Leading@IBM“ program (education for Managers, IBM) |
| 2005        | „Leading in a Project Team Environment“ (IBM)                          |
| 2004 – 2006 | Various communication trainings (IBM)                                  |
| 2004        | „Project Management Fundamentals“ (IBM)                                |

## Skills

| <b>Skill</b>              | <b>Level</b>    | <b>Years Practised</b> |
|---------------------------|-----------------|------------------------|
| Microsoft Excel           | Expert          | More than 10 Years     |
| HTML/Web-Design           | Firm Knowledge  | 8 Years                |
| Other Office Applications | Good Knowledge  | More than 10 Years     |
| SQL / Databases           | Basic Knowledge | 6 Years                |
| PHP                       | Basic Knowledge |                        |
| Java                      | Basic Knowledge |                        |

## Languages

|         |                             |
|---------|-----------------------------|
| German  | Mother Tongue               |
| English | Fluent (written and spoken) |
| French  | Written and spoken          |
| Latin   | Written                     |
| Arabic  | Basic knowledge             |

## References

Upon request