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## Klaus Berghoffer

(male, 03.02.1968, married, one child, Austrian nationality, living in Bucharest - Romania)

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### present

Executive operational position at a Romanian IT company founded in 2004 (SME) focussing on Business Intelligence and Business Assurance for the U.S. and EU market. Product development management for complex software solution with state-of-the-art technologies.

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### objective & keywords

Executive, team-lead, project management position in a challenging, complex environment.  
Business Intelligence (OLAP) & Assurance (Sarbanes-Oxley, CoBIT, COSO), IT Audit, ITIL, SAP, Software Development, Prince2, Oracle, Balanced Scorecards

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### experience

#### Operational Executive & Project Manager

Company: Smart-View

Period: June 2004 – present

Location: Bucharest – Romania

Focus: Smart View is a privately owned company for technical implementation and consultancy focussed on Business Assurance and Business Intelligence (data analysis and reporting, scorecards, Key Performance Indicators, Dashboards, MIS reporting system).

Function: Implementation of service management- and support organization, preparation for off-line work of all staff (the virtual office)

Highlights: First partner for Panorama software in Romania, Partner of Ba-PRO B.V.

Top Clients: HVB Leasing, Alpha Bank

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#### Product & Development Manager

Company: Business Assurance Professional

Period: April 2004 – present

Location: Bucharest – Romania

Focus: Product development for Business Assurance software (three tier web-application, next generation to SOX) and automated monitoring of control framework (financial & operational)

Function: Responsible for development and operations, certifications, content and implementation teams preparation  
Highlights: SAP certification & partner, Oracle partner

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### **Operations & Program Manager, Business Development Manager**

Company: ITS Efficiency Consultanta  
Period: August 2002 – June 2004  
Location: Bucharest – Romania  
Budapest – Hungary  
Schoonhoven – The Netherlands  
Focus: Key Account and Project manager for large accounts, Program manager  
Function: Overall program responsible for complex re-organization and service management implementation projects  
Top Clients: Raiffeisen Bank, ING Service Center, Banca Transilvania, BCR, IBM

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### **Founder & Promoter**

Company: itSMF Romania (NGO)  
Period: August 2002 – June 2005  
Location: Bucharest – Romania  
Focus: Service Management best practices introduction in Romania  
Function: Foundation and launch of the Romanian chapter.

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### **Project Manager**

Company: ABN AMRO Bank  
Period: 2001 – 2002  
Location: Frankfurt – Germany  
Amsterdam – The Netherlands  
Focus: IT Consolidation of all IT Services to Amsterdam - NL  
Function: Project management

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### **IT Operations Manager**

Company: ABN AMRO Bank  
Period: 1999-2001  
Location: Budapest - Hungary  
Focus: IT Operations for IT shared services of ABN AMRO Hungary  
Function: Operational activities

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### **IT Architect & Team leader**

Company: IBM Vienna & Budapest  
Period: 1996 – 1999  
Location: Vienna – Austria  
Budapest – Hungary  
Focus: IT for banking  
Function: IT architect for (overall outsourced) IT services of ABN AMRO and KHB

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### **Partner**

Company: B.E.S.T. Berghoffer IT GmbH

Period: 1994 – 2000 (dormant)  
Location: Vienna – Austria  
Focus: Software Development and consultancy  
Function: Software Developer for microcontrollers  
Top clients: Philips, Alcatel, IBM

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**Project**

**Leader**

Company: Joanneum Research  
Period: 1991-1992  
Location: Graz – Austria  
Focus: Research activity  
Function: Software Developer

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**education**

**Academic**

Technical University Graz – Austria (1986, Dipl. Ing.)  
Electronics and Microcontrollers, Audio engineering

Economical University Vienna – Austria  
International Economy (not finished)

Academy of Music and Art  
Classical & jazz guitar

**Certificates** MCSE NT4 (Microsoft)  
Service Management ITIL (EXIN)  
Mainframes and RS/6000 (IBM)  
Project Management (IBM)  
Language certificate Dutch & English

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**skills**

**Foreign Languages**

German	Mother tongue
English	Fluent
Hungarian	Speaking
Dutch	Fluent
Romanian	Beginner

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**others**

**Driving license**

Cat A, B Since 1986, acquired in Austria

**Hobbies**

Paragliding, skiing, music

**Strong points**

Commitment, focussed, organized, able to work in complex environments, visionary, able to work under stress, motivating, entrepreneurial

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## references

### **Ba-PRO – Business Assurance software**

Development management for a three tier last generation business assurance and fraud detection software; Java based, Oracle 10g, XML, XQUERY, Business Rules Engine and non-invasive data collection agents following EDI standards.

### **Alpha Bank – Service oriented IT organization**

Restructuring from application focussed to service oriented IT organization (Service Desk, ITIL process management, Scorecard methodology, Job description, consulting to the management board for staff selection. BI implementation for corporate reporting (marketing, financial division, retail and corporate division)

### **Banca Transilvania – e-banking audit and roll-out**

Audit taskforce following an MCTI audit for electronic banking (offline and internet) to implement and rollout MultiCash e-banking solutions (BT Ultra). Data warehouse and financial reporting implementation.

### **Banca Comerciala Romania – EAI integration**

Consulting to the EAI project with IBM websphere, MQ Series and Oracle SIBCOR V2 (BCR custom) to integrate all satellites on one platform (Sibcor, Arksys ITM, Data ware houses).

### **Raiffeisen Bank Romania – IT re-organization**

IT Re-organization after Banca Agricola takeover of Raiffeisen Zentralbank, ITIL service management implementation, Central IT infrastructure management, migration to Fiserv ICBS. Preparation and RFP for outsourcing desktop and LAN support countrywide.

### **ABN AMRO Infoserv Germany GmbH & Holland N.V.**

Project Manager (with a team of 40 Accenture consultants) for IT consolidation of Germany, France and Italy to Amsterdam RPC (remote processing center). Successful move of all IT operations from Frankfurt to Amsterdam within 48 hours (AS/400 core system, SWIFT Allianz, local satellites).

### **ABN AMRO Budapest**

Architect for IT architecture of outsourced Bank IT (to IBM Hungary). Service oriented IT organization implementation (Service Desk, remote management – HP OpenView), foreign payment implementation, IT Operations management (104 staff), IT operations manager for KHB Bank after takeover of ABN AMRO.