

## Jan Benes, PMP – CV (Executive summary)

### Personal data:

Phone +420 606 633 376: 606-NeedPM  
 E-mail primary: jan.benes@needpm.cz  
 secondary: jan.benes@europm.com  
 Residence European Union  
 Languages English, Czech, little Russian  
 Personal status Married, has children



The only finalist at “Best Project Management” contest, who works as a contractor and is able to start managing project immediately

### Experience summary

**PMP/PMI Certified Project Manager with management practices complying to (among others) ISO 9000, 10000 (ISO 10006, 10007) series. Ex-SAP consultant, leader of technology teams, member of prestigious Project Management Associations (Project Management Institute-USA, International Project Management Association-Europe, Společnost pro projektové řízení-CZ), Business Analyst, Process and Data Flow Engineer, Management IT Advisor, Relational Database Designer, former SAP R/3 Financial, Workflow, CO and Project System Specialist, Document systems Consultant, developer of internet server applications using SQL databases. Middleware and billing systems: managing projects with Infranet, Arbor, Tuxedo, BSCS, Siebel, Oracle.. (further details below in projects for telco and banking). Well oriented in Tibco Enterprise Backbone. Management of Projects with use of PMBOK 3<sup>rd</sup> methodology, project and product quality management compliant with ISO 9000 and 10000 series and other proprietary quality management approaches as recommended by Deming, Juran, Crosby and others and nonproprietary approaches such as Total Quality Management (TQM), Continuous Improvement, PDCA quality life cycle and others. Project Management processes also compliant with Sarbanes Oxley Act. Owner of several “small” (utility samples) patents related to communication and mobile media/payments.**

### Endorsements

“Highly recommended for most challenging project environments! I worked with Jan in a complex Internet and Telecommunication project and all the time he demonstrated unprecedented understanding of various complex issues, managing them in a simplistic way - delivering solutions as well as continuity. I would rank Jan as one of Europe's top 10 Project Managers.” - Håkan Örtenholm, CEO, Atenit, Sweden/London.  
 More endorsements are in personal profile at <http://www.linkedin.com/in/janbenes>

### Education & career history

2010	Ceske drahy – State Railways	Business Warehouse implementation – Data reporting over maintenance of all wagons, cars and others. Currently ongoing as planned.
2009-2010	Ceske drahy – State Railways	Business Warehouse implementation – special data intelligence reporting. Currently ongoing as planned.
2009-2010	Ceske drahy – State Railways	Crisis management – migration of personal data to new system, SAP. About 30.000 employees. Currently ongoing as planned. <b>Project delivered within originally planned scope, quality, time and cost. (reference available)</b>
2009	Leading provider of DVB-T network	Subproject of splitting residential customers and transferring them to mobile operator, with related process and IT changes. <b>Project delivered within originally planned scope, quality, time and cost. (reference available)</b>
2009	Leading provider of DVB-T network	Implementation of IT infrastructure for project management and portfolio management support (MS Project server and

		related processes). <b>Project delivered within originally planned scope, quality, time and cost.</b> ( <i>reference available</i> )
2008-2009	Leading provider of DVB-T network	Program/project management of rollout of ca. 90 DVB-T transmitters for country-wide coverage of the DVB-T signal. Network is exclusively utilized by all major TV stations. <b>All projects until now delivered within originally planned scope, quality, time and cost and was chosen as reference project for ISO 9001 recertification.</b> ( <i>reference available</i> )
2008	One of major Czech beverage producers	Management of implementation of ERP (SAP) system, partial business reengineering. Management of team of about 100 people. Used near-real-time progress tracking with Earned Value management, volume of project about 5000 man days. <b>Project delivered within originally planned time and cost.</b> ( <i>reference available</i> )
2008	Largest Czech lottery provider	Program management of about 25 ERP(SAP)-related projects. Managed according to worldwide standards (PMI, ISO, IEEE...)( <i>reference available</i> )
2007	Large US closures producer	ERP roll-out project management, <b>project delivered within originally planned time and cost, accepted on 1<sup>st</sup> submission.</b> <i>Sarbanes-Oxley compliant project (reference available)</i>
2006-2007	Leading change and rollout project of two large banks merger into new one	Large international project, responsible partially for management of project/product quality, knowledge transfer, creation of department for quality-management of bank processes, procedures and policies. <b>Project finished according to planned time and scope (budget not tracked).</b> ( <i>reference may not be available – management change</i> )
2006	Preparation of Mid-Bohemian drug prevention centre sponsored by Norwegian or European funds	Prevention centre consisting of prevention programs, therapy sites, hospital care program, ambulance and police programs that are consistent with EU drug-prevention strategies. <b>Currently pending-waiting</b> for Call for Projects.
2006	Large US chemical producer	ERP roll-out project management, <b>project delivered within originally planned time and cost, accepted on 1<sup>st</sup> submission.</b> ( <i>reference available</i> )
2006	World major movie production studios	ERP installation project management, <b>project delivered within originally planned time and cost, accepted on 1<sup>st</sup> submission.</b> ( <i>reference available</i> )
2006	Automotive parts and robots producer	ERP installation project management. Took over management of project that got into troubles, time, cost, change, communication, risk, personnel and subcontractor management. <b>Project finally halted by sponsor.</b>
2005-2006	Major international beverage producer	Project manager. Restructuring Sales Force channels. 10 divisional directors and other top managers including CEO in the project team. <b>Project finished within planned time and costs.</b> ( <i>reference available</i> )
2005	Oskar-vodafone	Senior project management analyst. Responsible for improvement of technology project management. Design of processes, performance indicators, tools, management of shared resource pool ( <i>reference available</i> )
2005	Atenitwireless	Program/Project Manager: complete management of building a country-wide 3G network (third generation) covering whole country and serving wireless data and voice-over-IP. <b>Project successfully managed</b> until cancelled due to cut of funding. ( <i>reference available</i> )
2003-2005	Eurotel Praha	Project Manager: Enterprise Application Integration (scheduled for 3 years, budget millions of USD),

		Management of the Balance and Wallet Management System, Billing System selection project (initiation phase of the Billing System replacement project for 10s of millions of USD), Provisioning System replacement (budget in mil. of USD), Data Management project (budget in hundreds of k of USD), merging sales processes and systems of Cesky Telecom and Eurotel into one digital-media oriented store. <b>All projects finished within planned time and costs.</b> <i>(reference available)</i>
2002-2003	CapGemini CZ (managed by Austria)	Management Consultant, Project Leader. <b>All projects finished within planned time and costs.</b> <i>(reference available)</i>
2001-2002	CapGemini CZ (managed by France)	Line Manager of IT operations
2000-2001	CapGemini Ernst & Young Sweden, CZ	Project Manager, Support and Maintenance processes engineering for worldwide telecommunication project.
1997	ELIN EBG/EZ Praha a.s.	Independent SAP Consultant, providing Financial Management support and Project Methodology advisor
1996	Deloitte Touche Praha	SAP Project System Consultant
1996	EPS GmbH	SAP Consultant and SAP team leader
1995	PLAUT GmbH	SAP Controlling Consultant
1994	TABAK a.s. / Philipp Morris	Hardware provider
1993	METIS Ltd. Prazska Teplarenska	IT Consultant
1990		IT designer/architect
1985	CVUT, Electrotechnology	Study
1981	Chemistry	Study

### Professional skills, trainings and affiliations/certifications

#### **Presentation & Communication Skills.**

- ✓ Basic and advanced presentation skills training by Mass Media CZ
- ✓ Internal training of media communication skills.

#### **Professional Skills**

- ✓ Oriented in SAP Solution Manager
- ✓ User-level knowledge of ARIS Toolset
- ✓ Knowledge of Sarbanes Oxley Act principles
- ✓ Program and project management, team leadership capabilities
- ✓ Development skills (RDBMS, SQL, PHP, Partially Java for mobiles – J2ME/MIDP)
- ✓ Knowledge of Solution Manager - the SAP tool for managing and implementing systems
- ✓ SAP Academy – FI and CO
- ✓ Third party SAP trainings – AR/AP
- ✓ SAP Project System knowledge
- ✓ Some SAP workflow knowledge
- ✓ Software development methods (ex-database developer)
- ✓ Internet server programming (PHP)
- ✓ SQL programming

#### **Affiliations/Certifications**

- ✓ PMP, Project Management Professional, (117% of required minimum for correct answers in 70% of time limit). Valid from 2003 until 2011
- ✓ SAP Academy, FI and CO (SAP CR, 1995)
- ✓ Project Management Excellence (Deloitte Touche, 1997)
- ✓ Certified Project Manager (Brainbench, 2000)
- ✓ Member of Project Management Institute
- ✓ Member of International Project Management Association, Switzerland
- ✓ Member of Spolecnost pro projektove rizeni

## Extract of most interesting projects

**Upgrade of Czech network of analog terrestrial transmitters to digital broadcasting.** Complete program/project management of rebuilding of transmitters, including antenna replacements, creation of new distribution lines between TV studios and transmitters, team management, process redesign. Program also used as a pilot for implementation of enterprise project management portal based on MS Project Sharepoint Server in form of providing outputs, recommendations and hints for server configuration. Some project activities involved not only internal teams and long – time suppliers, but also cooperation with local authorities, emergency services, police, firefighters and others. Very interesting set of projects including, for example, operations of special helicopter in highly populated areas (at youtube: <http://tinyurl.com/987xss> ). Fully responsible for budget and delivery deadlines. Deadlines were under high contractual penalties towards TV companies and could also cause loss of revenue.

**Provider of infrastructure for 3G wireless network (2005).** Complete program/project management of building a country-wide network providing data and voice services. Project managing following areas: preparation of business processes of service provider (analysis, implementation, quality assurance and testing, content provisioning, marketing, sales), preparation of business processes of infrastructure provider (process design and implementation, systems for information collection, organizational design, staffing), technical preparation of service provider (analysis and implementation of changes in information systems, security systems and CRM system, of value-added services), creation of network and infrastructure (architecture planning, radio planning, creation of network, set up of network control/operation centre, planning and set-up of broadcasting sites, planning and acquisition of country-wide private IP network, connectivity to internet, acquisition of radio technology and modems, set up of data centre). Covered initiation, planning and partially execution phases of project, setting up project infrastructure – information management system, project organizational structure, communication flows, responsibilities, management of tenders and contracts, management of quality and risks.

**Largest Czech Mobile Operator (2003-2005).** Complete project management of Enterprise Application Integration, involving international teams of about 50 people, 2 vendors (major IT consultancies). Delivering in time and within budget, some milestones reached ahead of time plan. Including management of two tenders (software vendor and systems integrator), design of contracts and procurement negotiations.

Management of construction of very special store that has to merge sales processes of two companies with several digital-media presentation sites. Project contained complete site construction, acquisition and installation of state of art technology for presentation of digital services, selection, training and introduction of personnel, design of new business processes, marketing, contract closures and many other activities. Team of about 50 full time and part time project members.

Management of selection process and contractual negotiations for Balance and Wallet Management System.

Management of selection process for major enterprise program – replacement of the Billing System. Design of the Request For Proposal, design of evaluation methodology (later on adopted by major Czech fixed line operator), management of all communication with suppliers – world major billing vendors supporting fully convergent billing and 3G, management of all contacts, workshops and presentations of vendors etc.

Management of replacement of the Provisioning System - vendor management, requirements management etc.

Design of following standards: Systems Integrator Framework Contract (improved), Scope of Work, Cross-Project Testing Strategy (improved), Testing Plan, Cross-Project Acceptance Procedures, Structure of Documentation describing Business Processes and Use Cases, Evaluation Methodology for very large selection processes (improved), Risk Evaluation (improved), required skillsets of key project personnel.

**Largest Czech brewery (2003).** Strategy and management of transition phase of SAP-component project into IT Operations – processes for acceptance management, design and management of standard testing strategy across projects, design of support and maintenance strategy, design of user authorization strategy in SAP in-house development project for **Data Warehouse**.

**One of largest Czech banks (2002-2003).** Acceptance process testing management: Close cooperation with Middleware architects (Tuxedo), CRM, **Data Warehouse** and Document Management System (Siebel, Oracle, EfCon), setting up standard testing strategy across several projects, management of acceptance testing procedures across several projects. Management of some development in ETL area.

**Mediatel, Czech Republic (2002)** Program Management of Analytical Phase and preparation for tender for ERP, application scoring and benchmarking

**Sonera, Helsinki, Finland (Finnish telecom, 2000).** Building new standard Support and Maintenance processes, setting up communication with other involved parties, managing several international support teams of Finnish, Swedish, French, English people, developing internal support procedures, knowledge transfers, patch release procedures, preparing part of the organization for ISO 9001 quality audit and passing it successfully etc. Products used: Infranet (leader of development team), Java, web development tools. Managing development team within Support and Maintenance organization (Infranet, Java, internet apps..)

**Czech mobile operator (2001-2003).** Delivery team management, project management, customer relationship management, management of Kenan/Arbor development team.

**EZ Praha, a. s., SAP R/3 Implementation (1997-2000).** Supporting financial management in SAP operations, providing project methodologies for SAP R/3 installation. Three installations in 3 years, two of them within international project. Complete workflow installation from feasibility study to productive run and support, complete digital archive (iXOS) installation from feasibility study to productive run and support (unique state-of-art solution in Europe). Engineering of vendor – client financial processes. Also completely setting up electronic banking interface to several Czech banks. Managing custom development in ABAP/4

**SAP R/3 Consulting (1995-1997).** Several various SAP R/3 projects, various tasks, feasibility studies, implementation, support, analyses etc. Sap trainings: SAP Academy: Financial, Controlling, 3<sup>rd</sup> party certified in Accounts Receivable and Account Payables.

**ERP system installations (1992-1995).** Submitting IT system to utility company (Prazska Teplarenska), tailoring to own processes, localization, legal compliance...

**Retail system design (1991-1990).** Design of IT system for Hardware Retailer startup company, helped to raise sales by more than 2000% in one month

## **Code of Professional Responsibility**

**I agree to support and adhere to the responsibilities described in the PMI PMP Code of Professional Conduct:**

### **I. Responsibilities to the Profession**

#### **A. Compliance with all organizational rules and policies**

1. Responsibility to provide accurate and truthful representations concerning all information directly or indirectly related to all aspects of the PMI Certification Program, including but not limited to the following: examination applications, test item banks, examinations, answer sheets, candidate information and PMI Continuing Certification Requirements Program reporting forms.
2. Upon a reasonable and clear factual basis, responsibility to report possible violations of the PMP Code of Professional Conduct by individuals in the field of project management.
3. Responsibility to cooperate with PMI concerning ethics violations and the collection of related information.
4. Responsibility to disclose to clients, customers, owners or contractors, significant circumstances that could be construed as a conflict of interest or an appearance of impropriety.

#### **B. Candidate/Certificant Professional Practice**

1. Responsibility to provide accurate, truthful advertising and representations concerning qualifications, experience and performance of services.
2. Responsibility to comply with laws, regulations and ethical standards governing professional practice in the state/province and/or country when providing project management services.

#### **C. Advancement of the Profession**

1. Responsibility to recognize and respect intellectual property developed or owned by others, and to otherwise act in an accurate, truthful and complete manner, including all activities related to professional work and research.

2. Responsibility to support and disseminate the PMP Code of Professional Conduct to other PMI certificants.

## **II. Responsibilities to Customers and the Public**

### **A. Qualifications, experience and performance of professional services**

1. Responsibility to provide accurate and truthful representations to the public in advertising, public statements and in the preparation of estimates concerning costs, services and expected results.
2. Responsibility to maintain and satisfy the scope and objectives of professional services, unless otherwise directed by the customer.
3. Responsibility to maintain and respect the confidentiality of sensitive information obtained in the course of professional activities or otherwise where a clear obligation exists.

### **B. Conflict of interest situations and other prohibited professional conduct**

1. Responsibility to ensure that a conflict of interest does not compromise legitimate interests of a client or customer, or influence/interfere with professional judgments.
2. Responsibility to refrain from offering or accepting inappropriate payments, gifts or other forms of compensation for personal gain, unless in conformity with applicable laws or customs of the country where project management services are being provided.