

Klaus Heubisch

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Consultant for IBM Notes/Domino, Microsoft Exchange 2013/2016, Office 365 and related infrastructure

Nationality: german
Place of work: worldwide

Solving competency even with difficult and long-standing IT Problems
Integration and connection of different IT systems, components and technologies

English – fluent
Arabic – Level A2, Czech – Level 2



Microsoft Certified Solutions Expert:
- Productivity – MCSE Exchange 2016
Microsoft Certified Solutions Associate (MCSA):
- Office 365
ITIL Foundation Certificate in IT Service Management
ITV3F (EXIN)
Exchange 2013 – IKM-Test

IBM Certified System Administrator
- Lotus Notes and Domino 5 / 6 / 7 / 8 / 8.5
- WebSphere Application Server Network
Deployment V8.0
IBM Certified Advanced Application Developer
- Lotus Notes and Domino 5 / 6 / 7
IBM Certified Database Associate
- DB2 9 Fundamentals
WebSphere 7 – IKM-Test

Windows 2016/2012,2008, Windows 10,8,7,XP,
Linux, OS/400, VMWare ESX
LotusScript, PowerShell, C, PC-Assembler, REXX, Java,
Basic

Microsoft SQL-Server, IBM DB2, MySQL, MariaDB
Microsoft Sharepoint
TCP/IP, SQL, Active Directory, Group Policies, WMI,
UML, DFS

Vocational training

Performance Tuning a Domino Infrastructure - IBM -
SA410
AS/400 Lotus Domino (native) - IBM - 76SL21K
AS/400 System Control - IBM - 76S81
Assembler – CDI

Microprocessor-Technic – CDI
Software development on Unix – CDI
Programming with Visual Age for Java - IBM -
OB77GK

Duration	01.2018 - 04.2018
Line of business	Insurance Company
Customer	1500
Place of Work	Remote/Munich
Project title	Connection from Microsoft Exchange to a Database
Project role	Developer
Tools/Products	Microsoft Exchange, SQL-Server2017, T-SQL, Powershell
Skills	
Project tasks	

Duration	11.2017 - 12.2017
Line of business	Cultural Institute
Customer	10
Place of Work	Munich
Project title	Administration
Project role	Administrator
Tools/Products	Exchange 2013, POP-Beamer, Sophos Firewall, TimeTouch Time-Tracking Software, VPN, Windows Server 2012 R2
Skills	Active Directory, Administration, Infrastructure, Troubleshooting, Upgrade, Software Installation
Project tasks	Installation Windows Server, Intergration to domain, Installation Exchange 2013, Installation POP-Beamer, Troubleshooting TimeTouch Time-Tracking Software, Client Configuration

Duration	01.2017 - 01.2017
Line of business	craft industry
Customer	70
Place of Work	munich/remote
Project title	consultant for an application migration
Project role	support

Tools/Products	MySQL, Apache, PHP
Skills	Analysis, Migration
Project tasks	migrate an application for a provider to inhouse servers

Duration	12.2016 - 12.2016
Line of business	consumer goods industry
Customer	51000
Place of Work	Düsseldorf
Project title	Consultant
Project role	Consultant
Tools/Products	IBM Lotus Notes, SAP JCo, C, LotusScript
Skills	Analysis, C, LotusScript
Project tasks	<p>problem analysis of a lotus notes program which transfers data to SAP</p> <p>develop a program in the computer language C to check the communication to different SAP instances</p> <p>repair the program</p> <p>repair some other found problems in the application</p>

Duration	01.2016 - 12.2016
Line of business	
Place of Work	
Project title	planned time-out (further education, etc.)
Tools/Products	
Skills	
Project tasks	

Duration	10.2013 - 12.2015
Line of business	insurances/financial services
Customer	11000

Place of Work	Hamburg
Project title	administrative support during a software migration from Notes to Exchange 2013 / second level support
Project role	administrator/second-level-support
Tools/Products	Outlook 2003, Outlook 2013, Exchange 2013, IBM Notes 7, IBM Domino 8, XenApp 6.5, BlackBerry Server 5, Peregrine Service Center
Skills	collaboration with external service providers, IMAP, SMTP, Powershell
Project tasks	<p>administrative support during the migration from IBM Notes/Domino to Microsoft Exchange</p> <p>second level-support Lotus Notes/Exchange/Outlook/BlackBerry-Server und -Devices</p> <p>development of powershell cmdlets to provide functions which are not available in the Exchange Administration Console</p> <p>analysis of SMTP and IMAP mail problems and the communication hardware</p>

Duration	02.2012 - 05.2012
Line of business	IT service provider for financial organisations
Customer	3000
Place of Work	Karlsruhe
Project title	Lotus Notes Administration - Lotus Script development
Project role	administrator/developer
Tools/Products	LotusScript, Lotus Notes 8.5, Lotus Domino 8.5, Domino-Cluster, Lotus Traveler, Lotus Sametime, Lotus Enterprise Integrator, Tivoli Data Protection
Skills	Analysis, Design
Project tasks	<p>Lotus Notes/Domino administration</p> <p>Perform IT changes</p>

	Perform unfinished tasks Design of architectural concepts Documentation Development and implementation of test scenarios work ITIL compliant
Duration	03.2011 - 12.2011
Line of business	Mechanical engineering and plant engineering
Customer	14000
Place of Work	Hilchenbach-Dahlbruch
Project title	Lotus Domino administrator
Project role	administrator
Tools/Products	Lotus Domino 8.5, Lotus Notes 8.5, Tivoli Data Protection, DAOS, iNotes, BlackBerry 5.0.3, Lotus Notes 6.5, Lotus Notes 7.0, Lotus Domino 6.5, Microsoft Outlook 2010, Exchange 2010
Skills	Second-Level-Support
Project tasks	Second Level Support for Lotus Notes/Domino Second Level-Support for Microsoft Outlook 2010 Support for the international branches (Spain, Italy, Vietnam)
Duration	01.2011 - 01.2011
Line of business	bavarian authority
Customer	150
Place of Work	Munich
Project title	Analysis of the Lotus Notes/Domino-environment
Project role	Lotus Notes/Domino expert
Tools/Products	Lotus Domino
Skills	system analysis

Project tasks	Best Practices analysis of the Lotus Notes/Domino-environment
Duration	07.2010 - 01.2011
Line of business	Engineering and Services
Customer	160
Place of Work	Mannheim
Project title	Lotus Notes/Domino support/troubleshooting
Project role	administrator/developer
Tools/Products	BlackBerry 4.1, Lotus Domino 6.5, Lotus Domino 8.5, Lotus Domino 8.5 iNotes, Lotus Notes 6.5, Lotus Notes 8, Exchange 2010, NetBackup, ScanMail for Domino, VMware ESX, SparxSystems Enterprise Architect
Skills	system analysis, Cluster, Crash-Recovery, Multi Domain Environment, Server Restore, Server Upgrade, SAN, Troubleshooting
Project tasks	<p>Troubleshooting Lotus Domino Server after SAN defect for >3000 mail databases</p> <p>installation and configuration of a spare server</p> <p>Recovery of backup data</p> <p>Development of procedures for restoring and recovery of damaged restored data and automated control and integrity checks of mail files</p> <p>Reverse Engineering of the BlackBerry SQLServer database with SparxSystems Enterprise Architect for examine the release and patch status of all BlackBerry Devices</p> <p>Development of notes scripts for changing address fields in the Lotus domino directory for supporting the migration to Exchange</p> <p>Support for the international branches (Qatar)</p>
Duration	10.2009 - 10.2009
Line of business	retail company
Customer	346000

Place of Work	Würzburg
Project title	Consultant for BlackBerry
Project role	Consultant
Tools/Products	BlackBerry Enterprise Server 5.0
Skills	Installation, Configuration, DMZ
Project tasks	Advisory of the internal IT team in the installation, configuration and test of a blackberry BlackBerry Server with router in a DMZ and the connection to the internal BlackBerry Server Infrastructure

Duration	04.2009 - 08.2010
Line of business	Production of basic chemical products
Customer	600
Place of Work	Pullach near munich
Project title	Consulting/development/Administartion
Project role	3rd Level Lotus Notes Admin
Tools/Products	BlackBerry Enterprise Server 4.1.x, Lotus Domino 6.5, Lotus Domino 8.5, Lotus Notes 6.5, Lotus Notes 8.5, Lotus Traveler, Nagios, NetBackup, Lotus iNotes
Skills	IDVault, Cluster, Astaro
Project tasks	Upgrade Lotus Notes und Lotus Domino Configuration of IDVault Configuration of Policies reconfiguration of the cluster between USA and germany Installation of Nagios Remote -Reconfiguration of the Lotus Domino servers in USA Installation of a centralized Lotus Domino Backup Server in Germany Support for the international branches (USA, China)

Duration	03.2009 - 12.2010
Line of business	Ingenieur- und IT-Dienstleistungen
Customer	10
Place of Work	München/remote
Project title	Beratung/Programmierung/Administration
Tools/Products	Lotus Domino 6.5, Lotus Domino 8.5, Lotus Notes 6.5, Lotus Notes 8.5, BlackBerry Enterprise Server 4.1.x, VMware ESXi
Skills	Server-Upgrade
Project tasks	Beratung/Programmierung/Administration Lotus Notes Update Lotus Notes/Domino 6.5 auf 8. Update Blackberry Enterprise Server (BES) 4.1.3 auf 4.1.6 Aufbau ESXi-Server Installation Exchange-Server Konfiguration Astaro-Firewall Reverse-Engineering SQL-Server-Datenbank zur Vorbereitung auf eine Migration

Duration	09.2008 - 02.2009
Line of business	Anlagenbau
Customer	5000
Place of Work	Pullach bei München
Project title	Lotus Notes-Administration Support
Project role	Administrator, Second-Level-Supporter
Tools/Products	Lotus Domino 6.5, Lotus Domino 8.5, Lotus Notes 6.5, Lotus Notes 8.5, Microsoft Sharepoint Search, Systems Management Server, Lotus Enterprise Integrator (LEI)
Skills	Second-Level-Support, Softwaredeployment, Administration
Project tasks	Lotus Notes Administration Deployment of new QuickR-Plugin packages

	<p>Installation and Configuration of dictionaries on Sharepoint Search for engineering tasks</p> <p>Support for the international branches (Italy, Arabia, China)</p>
Duration	10.2007 - 07.2008
Line of business	Electric utility
Customer	50000
Place of Work	München
Project title	Consulting and self-responsible project work
Project role	Consultant
Tools/Products	Apache, F5, Linux, Lotus Domino 5.0, Lotus Domino 7, Lotus Notes 5.0, Lotus Notes 6.5, Lotus Notes 7.0, Oracle Client, PHP, Remedy, Tivoli Data Protection for Domino, Tomcat, VMware ESX, Virus Scanner
Skills	Cluster, Installation, IT Control Room, Configuration, Lotus Domino Server Partitionierung, cooperation with external service providers
Project tasks	<p>Upgrade of the Lotus Domino Environment from version 5.x to 7.x</p> <p>Architecture of the hardware configuration of the new servers and the disk layout</p> <p>Building a test environment on VMware and test run of the server upgrades in this test environment</p> <p>Upgrade of the servers in the production environment</p> <p>Installation of the Tivoli Data Protection for Domino Client on the servers</p> <p>Installation of the Virus Scanners on the servers</p> <p>Problem analyzes and productive deployment of the Altares Insider Management Software in cooperation with the software vendor</p> <p>Work in the IT Control Room for the e.on web applications</p>

Decommissioning of Lotus Domino Servers	
Duration	06.2007 - 07.2007
Line of business	management consultancy
Customer	10
Place of Work	Munich
Project title	Lotus Notes Developer
Project role	Developer
Tools/Products	Lotus Domino, Lotus Domino Global Workbench, Lotus Notes
Skills	Development, Internationalization
Project tasks	Enhancement of a german Lotus Notes application with an english user interface with Lotus Domino Global WorkBench
Duration	02.2007 - 05.2007
Line of business	Glasproduktion
Customer	15000
Place of Work	Jena
Project title	Consultant
Project role	Consultant
Tools/Products	Lotus Notes 6.0, Lotus Notes 7.0, Remedy
Skills	Documentation
Project tasks	Development of a user documentation about the differences between Lotus Notes 6.x und 7 in german and english
Duration	01.2007 - 12.2007
Line of business	Clinical Research
Customer	20
Place of Work	Germering
Project title	Infrastruktur Consulting
Project role	Consultant

Tools/Products	Linux, Lotus Notes, VMware ESXi, Windows Server
Skills	Virtualization, Cluster
Project tasks	Infrastructure Consulting for Lotus Notes/Domino and VMware ESXi
Duration	01.2007 - 12.2007
Line of business	patent attorney's office
Customer	20
Place of Work	Munich
Project title	Infrastructur Consulting
Project role	Consultant
Tools/Products	Apache, Postfix, Lotus Notes
Skills	Consulting, Infrastructure
Project tasks	Support and Consulting for the redesign and configuration of the Lotus Domino and fileserver infrastructure
Duration	08.2006 - 02.2007
Line of business	financial services provider
Customer	4000
Place of Work	Mainz
Project title	Consultant
Project role	Consultant
Tools/Products	Citrix Presentation Server, Lotus Notes, MS-Office, VMware ESXi, Windows XP, VMware P2V-Assistant, Remedy
Skills	Virtualization, Windows Registry, Problem Analysis
Project tasks	<p>Problem analysis of a problem with the MS-Office mailto functionality in a Citrix Environment</p> <p>Building of a test environment with Citrix on a VMware server</p>

	<p>Migration of the company standard client to a VM with VMware P2V</p> <p>Evaluation of the necessary registry values to solve the problem.</p>
Duration	05.2005 - 11.2005
Line of business	Islamic bank
Customer	1500
Place of Work	Riyadh / Saudi Arabia
Project title	Conception, Realizing, Test and go-live for the new Lotus Notes/Domino environment
Project role	Consultant/Administrator/Developer
Tools/Products	Lotus Sametime, LotusScript, Oracle Client, Tivoli Data Protection for Domino, ODBC, Lotus Notes Language Pack arabic, Symantec Mail and Security Gateway, Microsoft ISA-Server, Microsoft Exchange
Skills	Active Directory, Backup, Cluster, Internationalization, Internet Gateway, Multi User Client, Pass-Through Server, Development, Policies, Roaming User, Silent Installation, VMware ESXi, collaboration with external providers
Project tasks	<p>Final Development of the Lotus Notes Environment</p> <p>Lotus Notes/Domino Administration</p> <p>Useradministration,</p> <p>Installation Language Pack arabic</p> <p>Configuration of an ODBC-Connection to the Oracle HR database with arabic characters to transfer the arabic names to the Lotus Domino Directory and Active Directory with an LotusScript routine and checking of the name transcription to Western Characters</p> <p>Configuration of an Pass-Through Server for external access to Lotus Notes</p> <p>Development of an Setup package for the Silent-Installation of an Multiuser Notes Client</p>

	<p>Configuration of Organizational Policies</p> <p>Configuration of the Roaming User Functionality</p> <p>Migration of Exchange mailboxes to Lotus Notes Mailfiles</p> <p>Collaboration with external providers (Saudi Business Machines - SBM)</p> <p>Supervising the help desk staff in matters of Lotus Notes/Domino</p>
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Duration	01.2004 - 09.2004
Line of business	Distribution of financial products
Customer	14000
Place of Work	Frankfurt am Main
Project title	Planing, Realizing and go-live of a Lotus Notes/Domino based Intranet/Internet infrastructure
Project role	Consultant/Administrator/Developer
Tools/Products	Linux, Lotus Domino, Lotus Notes, VMware ESX, Windows Server, IBM DB2, IBM WebSphere, Netcache
Skills	Cluster, collaboration with external service providers, Lotus Domino Server Partitionierung, Web-Portal, web applications
Project tasks	<p>Consulting and Administration for an Intranet/Internet Portal, Infrastructure and High Availability,</p> <p>Cluster, Performance, Troubleshooting, Coordination with external service providers, Installation of application servers on VMware ESX</p> <p>Administration of the Netcache Appliance</p> <p>Setting up an SOAP interface to an mail provider</p>

Duration	01.2001 - 12.2002
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Line of business	Distribution of financial products
Customer	14000
Place of Work	Frankfurt am Main
Project title	Planing, Realizing and go-live of a Lotus Notes/Domino based Intranet/Internet infrastructure
Project role	Consultant/Administrator/Developer
Tools/Products	IBM DB2 7.2, IBM Director , IBM WebSphere 3.5, Linux, Lotus Domino 5, NetApp-Filer, Netcache, Windows 2000 Server
Skills	Administration, Cluster, collaboration with external service providers, Development, LDAP
Project tasks	Systemadministration and und -development Administration and administrative development of an Intranet/internet portal for 25000 Sales Representatives with Lotus Domino R5, IBM WebSphere 3.5, IBM DB2 7.2, Ldap on Lotus Domino-Basis, Windows Server 2000, Performance Tuning of the NetApp-Filer for Lotus Domino

Duration	10.2000 - 12.2000
Line of business	Telecommunication Provider
Customer	4500
Place of Work	Munich
Project title	Administrator and Developer
Project role	Administrator und Programmierer
Tools/Products	Lotus Notes 4.5, Solaris, Lotus Notes C-API
Skills	Administration, Analysis, C-API, Cluster, Development
Project tasks	Development of lotus notes agents to change settings in lotus notes mail databases with LotusScript and the C-API

Duration	05.2000 - 07.2000
Line of business	regional state bank

Customer	5000
Place of Work	München
Project title	Developer
Project role	Developer
Tools/Products	Microsoft SQL-Server, MSDE, Visual Basic
Skills	LDAP, Development, SQL
Project tasks	<p>Development of a log database</p> <p>Mails from Exchange folders were filtered, parsed and set in a MS-SQL database using a Visual Basic program.</p> <p>The data were displayed via a tree structure display</p>

Duration	04.1998 - 12.1999
Line of business	regional state bank
Customer	5000
Place of Work	Munich
Project title	Developer, Administrator
Project role	Developer, Administrator
Tools/Products	Novel 3.11, Novell 4.x, Windows NT, WinBatch, Microsoft Systems Management Server (SMS), Windows 3.11
Skills	Software Deployment, Development
Project tasks	<p>Development of scripts with WinBatch, later Windows Scripting Host for software distribution (via SMS) and configuration of anti-virus software to > 2500 clients at the main site and in German branches on servers running Novell 3.11 and Novell 4.x and clients running Windows NT</p> <p>Planning and monitoring of the software distribution</p>

Duration	04.1997 - 12.1997
Line of business	regional state bank
Customer	5000

Place of Work	Munich
Project title	Administrator
Project role	Second-Level-Support
Tools/Products	Windows NT, Novell
Skills	Support, Upgrade, Migration
Project tasks	Windows-NT Second-Level-Support Server Installation (CICS, DB2, SAS) Configuration of Database Connections Upgrade Windows NT clients with SysPrep

Duration	01.1986 - 12.1996
Line of business	other companies
Place of Work	-
Project title	-
Project role	-
Tools/Products	REXX, OS/2, C, C-Isam, DB2, AS/400, Procedure Language/400, IBM/36, Windows NT, RAS, ISDN, BTX, Access, SQL, RDB, VMS, Token Ring, Banyan Vines, Hotline, BS2000, Lotus Symphony
Skills	Administration, Development
Project tasks	Further experiences from previous self-employment and employee activity Performance tests for various virus scanner products with a self-developed application that simulates realistic workloads by linking the Office products via OLE Assembler - direct Screen Access for a Inventory management system Programming Language C and C-ISAM- Inventory management system Billing system (OS/2 mit DB2, AS/400)

Procedure Language 400 - Overview of the sales representative's invoice for the structure distribution of a publisher

REXX - Implementation routines for the banking software "Foundation" on OS/2

OS/2 Communication Manager, LAN-Server-Netzwerk - Problem analysis and Configuration of a Character Conversation between host and Printers due to problems with east european character sets

IBM/36 - Systemmanager und Responsible for the IT of the group of companies

AS/400 - IT-Manager and Developer - Development and System-Upgrades on AS/400

Installation and Configuration of Lotus Notes on Windows NT in 2 branches with a dial up connection

RAS-Configuration on an ISDN-connection

IT support with Installation of the network and Development of an Customer Database

Development of Queries for data from BTX and transmission to an Access database for a private work placement company

Preparation of the data from the access database for the transmission to the ePost system of the Deutsche Post AG via Modem and ISDN

Development of Evaluation programs and data exchange procedures for data transmission to the shipping company in C and SQL under OS/2 and OS/400

Planing and deployment of a Token Ring Network to provide access for terminals and PCs to the AS/400

Siemens Network Hotline for Banyan Vines

Check and reconcile data on RDB/VMS

Siemens Datacenter - BS2000 - Operating

Development of a macro-controlled project management with Lotus Symphony

References

Projekt Aufbau Mail- und Collaborationsystem Lotus Notes/Domino, 05/05 - 09/05

Referenz durch IT Operations Manager, Thales Information Systems, vom 01.10.05

"Der Consultant hat eigenstaendig die Einrichtung eines kompletten Email-Systems als Teil der IT-Infrastruktur einer neu gegruendeten Bank in Saudi Arabien geplant, koordiniert und technisch durchgefuehrt. Das Projekt musste im Rahmen sehr knapper und feststehender Termine ausgeliefert werden, um der Bank zum notwendigen Zeitpunkt ein Kommunikationssystem fuer die interne und externe Kommunikation zur Verfuegung zu stellen. Der Consultant hat mit seiner weitreichenden Erfahrung mit der Lotus Notes und Domino Umgebung stets zur Einhaltung der Termine beigetragen. Bei der Planung von nicht im ursprueglichen Arbeitsumfang vorhandenen Funktionalitaeten hat der Consultant stets korrekte Zeitplanungen abgeliefert und eingehalten. Dank seiner weitreichenden Kenntnisse der Lotus Notes und Domino Produktreihen, war es im Laufe der Implementierung und der abschliessenden Betreuung des Systems dank seiner Wissensfuelle nicht notwendig auf den IBM-eigenen Support (der in Saudi Arabien nicht direkt erreichbar ist) zuzugreifen. Der Consultant war in dem ihm zugewiesenen Teilbereich des Gesamtprojektes ein effizienter, vertrauenswuerdiger und fleissiger Mitarbeiter, der stets den an ihn gestellten Anforderungen gerecht wurde. Sein persoenerlicher Umgang mit allem Projektmitarbeitern und seinen Vorgesetzten, auch anderer Nationalitaeten war stets tadellos. Seine Kenntnisse der englischen Sprache sind internationalen Projekten mit der Arbeitssprache Englisch angemessen. Ich empfehle den Consultant uneingeschraenkt zur Durchfuehrung von Projekten und zur technischen Betreuung von Systemen im Bereich Lotus Notes und Domino, und wuerde ihn jederzeit erneut in einem Team als Mitarbeiter in diesen Bereichen einsetzen."

Projekt Administration Domino/WebSphere unserer Intranet-Anwendung, 01/01 -12/02

Referenz durch Finanzdienstleister (30.000 MA im Außendienst) vom 20.12.02

"Der Consultant wird seit Januar 2001 im Hause der Deutschen Vermögensberatung AG als IT-Berater im IT-Projekt "VB-Portal" im Bereich Domino und WebSphere-Administration eingesetzt. Seine Haupttätigkeiten umfassten die Mitarbeit an unserem Intranet-Portal: Administration der WebSphere- und Domino-Server und Entwicklung an unserem personalisierten Portal für unsere Aussendienstmitarbeiter - die Vermögensberater erhalten Zugriff auf sämtliche Informationen, die für ihren Berufsstand und das konkrete Geschäft von Interesse sind, wie z.B. Produkte, aktuelle Börsenkurse und -infos, Nachrichten, Onlineshop, Wettbewerbe, Nachschlagewerke, E-Mail, Suchfunktion. Der Consultant verfügt über ein umfassendes und jederzeit verfügbares Fachwissen, mit dessen Hilfe er auch komplexe Aufgabenstellungen in kürzester Zeit sehr erfolgreich löst. Er hat einen sicheren Blick für das Wesentliche und arbeitet stets planvoll und methodisch. Der Consultant identifiziert sich eindrucksvoll mit den ihm erteilten Aufträgen und berücksichtigt dabei stets die Anforderungen und Ziele des Auftraggebers. Im Projektteam ist er ein anerkannter und geschätzter Kollege, der durch seine ausgeprägten integrativen Fähigkeiten in hohem Maß zum Gelingen der Projekte beiträgt. Durch seine hohe fachliche Leistung und durch seine überdurchschnittliche Einsatzbereitschaft erwarb er sich die Anerkennung und Wertschätzung seiner Auftraggeber."