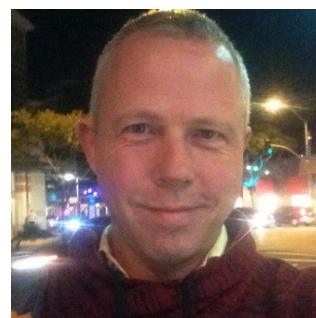

CV – Allan Wiinholt Foght

Name Allan WiinholtFoght
Address Svågertorpsvägen 7
21581 Malmö

Phone +45 5363-8835
Skype [Allan_Wiinholt_Foght](https://www.skype.com/people/Allan_Wiinholt_Foght)
Email AllanFoght@gmail.com



Summary

Senior IT Operations Quality Specialist with extensive IT experience building and maintaining larger systems to support the underlying processes. Worked In depth with development, design of IT systems/performance tuning. In all phases doing the required documenting, testing and making a good support platform ready (1,2&3 level).

Very skilled with implementing, change/incident/problem process plus tools used for it. Worked with ITIL foundation for years.

Mature man that knows what he wants in life. Always seek and welcome new challenges and possibilities.

Gladly take responsibilities and initiatives. According my colleges im good partner, social, responsible, reliable, analytical and well organised but in the same time quick to think, practical and positive for criticism.

Competencies (Not limited to):

- Extensive knowledge working with It in a great nordic bank.
- Widespread knowledge of user experiences and work procedures, communication and interpersonal skills
- Sense of detail, systematic, organised. Want completion regarding my work tasks
- Looking forward to new opportunities to apply skills and acquire new knowledge
- Ability to work independently and in teams
- Think out of the box/abstract.
- Years of sales experience working in a IT company doing exhibition management and support of all kind of customers.

Personally: Honest, responsible and open minded. Creative and with an analytical mind. Good at motivating colleagues to become more efficient

Professional experience:

2013 → 2017 - Senior Operations Quality Specialist (Nordea)

Responsibilities:

- Monitor and maximize existing resources and maintain system availability by managing and scheduling jobs. Provide 2nd level support to Service Desk and 3rd level support to IT-Supporters.

Interact with Database Specialist, Infrastructure Specialist, Network Specialist and Developers, Operation Specialist in all tasks related to job schedules, monitoring, batch operation, backup/recovery and maintenance of schedule tools and environments and potentially other infrastructure components and/or applications.

Monitor customer change requests and action via standard Incident and Change tool records to agreed time scales and processes to maintain stability

- Perform administrative operations in managed systems as requested by business or IT to maintain the systems
- Work with Infrastructure and Operations as well as Application Development teams to develop, implement, and control high quality batch applications supporting internal and external customers
- Act as technical resource and point of escalation for Service Centre and Management to involve appropriate competences as needed
- Monitor infrastructure, services and systems availability, update monitored metrics and alerts and interact with other IT teams to maintain stability
- Solve infrastructure application or service problems to achieve the service level agreements
- Act as first and Second-level support of production operations and specific services to support efficient incident handling

Achievements:

- Setup appropriate scheduling applications and Operator Instructions relevant to the processing platform to execute production efficient
- Ensure high Quality Assurance, Security compliance, Plan, create and restore backups of all production batch environments in scope of operational procedures to maintain stability and resilience
- Build and deploy software packages using default tools or schedule and monitor deployment of patches for technological platforms to keep platforms updated
- Updated colleges with ways of documenting and tracking changes
- Developed a common view how to create a more effective support organisation.
- Help my colleges to do a more efficient way of documenting changes

2009 → 2013 - Database responsible / Oracle (Nordea)

Responsibilities:

- Oracle 9,10,11g. Secure that the oracle environment runs stable. Use Rman, Enteprice manager and sql developer to troubleshoot and make performance tuning. Make sure backups are stable in cooperation with storage and unix department.

Achievements:

- Created standards according to documentation issues. Made sure customers/developers followed change, incident and the different processes. Solved backup issues

2009 – It analyst (Nordea)

Responsibilities:

- Make sure that the procurement database made in access is running stable plus maintain it,

Achievements:

- Approved orders and made sure db was running ok

2005 → 2009 – Control center operator (Nordic processor)

Responsibilities:

- 60/40 solution between IBM/Nordea. Worked with surveillance/monitoring tools. Environments was Tandem, digital, Unix, Windows, Mvs and others. Trouble shooting and supporting internal customers. Worked a lot with change, problem and incident related work. Handling of failed batch jobs in UC4

Achievements:

- Made sure customers were happy. Updated documentation. Made sure customers followed guidelines.

2005 → 2004 - Documentum responsible

Responsibilities:

- Creating environments from scratch. Worked with documentum V5. Traveled a lot between Denmark and Finland. Environment was situated in Finland. Support had to be created between the country's. Furthermore the environment that was run on windows based computers had to be troubleshooted from Denmark....sometimes later from Sweden.

Achievements:

- Created a full support chain (2 and 3 level support) in denmark for the users. Upgraded platforms and installed new environments. Made sure they were installed according to guidelines in Nordea.

2004-3 Month - Internet Explore responsible (Nordic processor)

Responsibilities:

- Make sure that IE is running stable

Achievements:

- Customer support, Stability

2004 → 1998 - Remedy developer (Nordea)

Responsibilities:

- Remedy developer. Working with Remedy version 3,4. Had to create a problem/change/asset system in remedy. Went into production end of the year. Installation/Troubleshooting/developing. Build relations to customers was important. To make sure the platform was easy to work with. Created a system that later was reused in many other company's. A system based on components.

Achievements:

- Made a complete support chain and delivered system into production. Installed and upgraded system to new versions. Had a component based layer made. This base was constructed out of an asset database, then build the surrounding change, problem process. This was later used as a foundation in bigger companys. Relations between customers and organisation was build to support the underlying processes. Users often got changes just for their team..

1997 → 1992 – Sales/Technical consultant (Zitech computer)

Responsibilities:

- Exhibition should be up to date.
- Selling to front-end customers, small and large scale. Supporting customers to best of my knowledge.

Achievements:

- Good customer support. Made sure the exhibition allways was up to date. Was the top salesman in many years.

Education:

1992 Technical engineer
1991 Edb-Assistent education
1990 Commercial examination (HH)
1986 Basic Vocational Education, Trade and Office
1984 10 grade
1983 Elementary school 9 years

Language:

	Speach	Writeing
Dansh	Mother tongue	Mother tongue
English	Fluent	Fluent
German	Basic	Basic
Svedish	Basic /Learning	Basic
Norwegian	Basic	Basic

Personal data:

Born: 08/11/67
Status: Devorced
Children: Sasha (27), Julie (17)
Free time: Conctructing my summerhouse, diving, skiing, hiking and travelling

Courses

2017	ISTQB – BCS Certified tester foundation level	Web - Skillsoft
2017	Introduction to Test management	Web - Nordea
2017	Handling information	Web - Nordea
2017	Social Engineering	Web - Nordea
2017	Kompetenceafklaring	Web - Nordea
2017	Gør online møder en del af hverdagen	Web - Nordea
2017	Gode funktioner I skype for business	Web - Nordea
2017	On the job	Web - Nordea
2016	Framework documentation	Web - Nordea
2016	ITIL Foundation Cert. in IT Service Management	Axelos
2016	We are all risk managers	Web - Nordea
2016	Prevent manipulation caused by Social Engineering	Web - Nordea
2015	Information security Dec 2011	Web - Nordea
2015	Acting with integrity builds trust	Web - Nordea
2015	Forbyggelse af bestikkelse og korrupsion	Web - Nordea
2014	Understanding operational risk	Web - Nordea
2012	Oracle – Oracle SQL developer tips & tricks	Miracle
2012	Oracle – Oracle Materilized Views	Miracle
2012	Oracle – Oracle RMAN Backup & Recovery	Miracle
2010	Oracle – Oracle DBA 1	Miracle
2005	Documentum – Workflow management	Web
2005	Documentum – Web Publisher 5	Web
2005	Documentum – DFC – Fundamentals 5	Web
2005	Documentum - WDK – Fundamentals 5	Web
2005	Documentum – System Administration 1 v5	Web
2004	Documentum – Technical Fundamentals 5	TietoEnator, Cph
2003	Remedy 5.1 Upgrade Course	Syscom, Kph
2002	Perl Programming Basis (SU0220)	Superusers, Hillerød
2001	Remedy Requirements Analysis,Design & Dev.	Remedy, Berkshire (US)
2000	SQL System Administrator SQL 7.0 (SU-572)	SuperUsers, Hillerød
2000	Remedy AR System Perf. Tuning & Troubleshooting	Remedy, Pleasanton(US)
1999	Lotus Notes Application Development II., R4,5	Lotus Authorised Edu.Centre
1999	Lotus Notes Rel 4, Intro to LotusScript, R4,5	Lotus Authorised Edu.Centre
1999	Personal Development Course	Helgeshøj Alle, Høje tåstrup
1999	DB2 SQL Basics	IBM, Lyngby
1998	Remedy Administrating the AR system from Win	Materna / Remedy corp
1998	Remedy AR system Advanced Topics	Materna/ Remedycorp
1998	SQL Basic (CF12)	IBM, Lundtofte
1998	SAS Basic course (IBM)	Nordea, Høje Tåstrup
1998	Oral Expression	Nordea, Høje Tåstrup
1998	Lotus Notes Application Development I	A-Team, Allerød
1997	Canon Product training (Telefax & Copywriters)	Canon Denmark
1997	NT Server fundamentals	STTC Allerød
1996	Novell Netware 4.1	STTC Allerød
1996	§9 course (Business in general)	LO FTF AC, Hillerød
1996	Rank Xerox sales technique SPIN	Xerox, Ballerup
1993	UNIX	SAM data, Valby
1989	Certificate of conduct (Civil defence)	Greve Civildefence

Slut..