

## Professional profile of Marcus Reinhardt

<b>Year of Birth:</b>	1988
<b>Family Status:</b>	Unmarried
<b>Nationality:</b>	German
<b>Working Area:</b>	Germany, Austria, Switzerland
<b>Qualifications:</b>	IHK certified IT specialist in systems integration
<b>Soft skills:</b>	Reliability, good team worker, high intrinsic motivation, readiness of mind, good all-rounder
<b>Field of experience:</b>	Application development, project realization, project support, application programming, trainings, organization, documentation, administration, open source, groupware
<b>Industry knowledge:</b>	Private persons, lawyers, notaries, companies in the insurance sector
<b>Operation systems:</b>	MS-Windows XP, 2000, ME, 98, 95, Linux (several distributions), Mac OS X
<b>Databases:</b>	MySQL, basicknowledge in MSSQL
<b>Programming languages:</b>	PHP, HTML, XML, JavaScript, (X)HTML, CSS
<b>Tools:</b>	<ul style="list-style-type: none"><li>• HP / Peregrine Products: Service Manager 7.x, Service Center 6.x,</li><li>• Office: MS-Office, OpenOffice</li><li>• Adobe: Photoshop, Dreamweaver, Illustrator</li><li>• CMS: GroupOffice, Joomla, MediaWiki, Typolight, osCommerce, OpenSource in general</li><li>• Virtualization: VMware Server/Player, VirtualBox</li><li>• IDE: Netbeans</li></ul>
<b>Languages:</b>	German: native language English: spoken and written



### Projects in chronological order

- Celesio AG,**  
Stuttgart,  
Germany

**Project Order:** Support and administration of Celesio's ITSM-System  
**Position:** remote project support  
**Activities:** Administration

since  
June 2010
- Clariant AG,**  
Zurich,  
Switzerland

**Project Order:** Support and Customizing of Clariant's ITSM System  
**Position:** remote project support  
**Activities:** SC customizing

since  
June 2010
- Schott-Zeiss,**  
Jena, Germany

**Project Order:** Customizing of ITSM-Systems  
**Position:** remote project support  
**Activities:** SC customizing

since  
June 2010
- yim OHG,**  
Rhine-Main-Area,  
Germany

**Position:** IT-Consultant  
**Activities:** Service Center (SC) and Service Manager (SM) consultant  
focused on installation, configuration, implementation,  
optimization, administration, customizing, documentation;  
customer support for hard- and software;  
support of the corporate website;  
technical assistance for the training of trainees

since  
May 2010
- yim OHG,**  
Rhine-Main-Area,  
Germany

**Project Order:** Internal SC / SM training  
**Position:** Consultant  
**Activities:** Format Control  
JavaScript and regular Expressions  
Process, Object, States

March 2010

## Professional profile of Marcus Reinhardt

- yim OHG,**  
**Rhine-Main-Area,**  
**Germany**

**Project Order:** Internal offer management  
**Position:** Project implementation  
**Activities:** Development, implementation and customizing according to customer specifications, support, documentation, training and briefing for the software

since  
January 2010
- yim OHG,**  
**Rhine-Main-Area,**  
**Germany**

**Project Order:** Internal SC / SM training  
**Position:** Consultant  
**Activities:** Working with JavaScript  
Functionality of Scheduler  
Debugging

April 2008
- Alte Leipziger,**  
**Ober-Ursel,**  
**Germany**

**Project Order:** Customizing of Incident Managements  
**Position:** On-site project support  
**Activities:** Customizing and documentation

November 2007