

Curriculum Vitae

Dr. Christian A. Probst Consultant

(1972, PhD and Master in Information Systems) has more than ten years of professional experience in IT Management. During his professional career he supported his clients in various roles and functions. Christian joined Quint Wellington Redwood as a consultant and trainer in 2004. He has a strong background in Business Process Management, IT Service Management, and Requirements Analysis. His latest assignments concerned design and implementation of an asset management system and supporting organization used for the administration of IT assets of more than 200.000 seats. He coached various country organizations of a multinational company implementing ITIL processes. He lived for two years in Australia and worked as consultant and trainer in Germany, Australia, Estonia, Austria, Italy, India, Singapore, Netherlands, Belgium, Poland, Russia, Finland, Sweden, Greece, in the UK and in the US.

Typical competencies of Christian are:

- Practical, hands-on approach.
- Wide ranging knowledge in IT and business management.
- Profound experience in organizational design, controlling & accounting, quality management.
- Strong theoretical background.
- Skilled workshop facilitator and trainer.

Professional experience:

- Semiconductor manufacturer: Christian supported a strategic initiative to standardize IT Service Management processes and tools across all major IT sites on a global scale. Following an initial maturity and CoBIT compliance assessment, Christian drove the definition and implementation of processes towards a uniform organization, preparing ISO 9000 and ISO20000 certification.
- IT Service Provider: After a change of direction in the financial sourcing strategy the IT service provider required a team and system support to manage the lease contracts of the desktop solutions division (>200.000 seats). Christian managed the asset management system development project and delivered a comprehensive solution. He gathered the requirements, designed the business processes and the system, supervised the SAP-based implementation, created a complete documentation (processes and system) and trained the staff of the new organization.
- Electronics company: the client launched a global ITIL process implementation initiative. Christian was as a member of a team of twelve Quinters responsible for training and coaching local staff in several country organizations in Europe. In a second assignment Christian supported the move towards a state-of-the-art Demand-Supply-Organization, redefining the existing and shaping the future infrastructure management organization.
- Insurance company (May – August '04): Christian was asked to introduce the ARIS process and information system management methodology at Queensland biggest financial services company. The methodology enabled the customer to improve understanding of processes and quicker introduction of new IT systems.
- Insurance company (September – July '04): The customer, one of the Top 5 Australian insurance companies, was looking for a structured approach to identify weaknesses in current processes. Introducing such an approach Christian and the proof-of-concept team identified possible savings of 0,6 Mill AUD / 0,4 Mill EUR within two weeks. As-is and to-be process models were developed and used as foundation for improvements. After the proof-of-concept Christian was asked to fully implement the process management methodology for the whole organization.
- IT Service Provider (January '98 – December '01): After privatization of the mother company, a Telco, IT services were outsourced into a separate legal entity. The desktop services division required defined services, a process organization, and supporting tools. Christian developed the process organization in a series of workshops, established an IT Services Catalogue and facilitated the implementation for approx. 2000 employees. He was also heavily involved in defining the tooling requirements and drove tool innovations.
- University (November '97 – July '03): Christian worked as lecturer and researcher at the University of Muenster and at Queensland University of Technology. He delivered units on process management, production planning and control systems, IT service management, and business management.

Miscellaneous:

Christian is an experienced all-round management consultant and an EXIN/ISEB certified ITIL service manager/trainer. He successfully combines his knowledge and experience of process and organizational design with competencies in the area of ISO 9000 and 20000 certification. Christian is also PRINCE2 foundation certified.

Besides his responsibilities as a consultant Christian actively supports the German itSMF chapter.

Quint Wellington Redwood: specialist IT management queries

Quint Wellington Redwood -or 'Quint'- is an organization consultancy that specializes in the resolution of management queries in the field of IT. Our people are organization consultants with a wide knowledge of IT. From eleven international offices we provide services in more than twenty-five countries.

Quint clients are leading profit and non-profit organizations that rely heavily on IT. We try to achieve two goals for our clients. We provide support resulting in successful information services (IS). More importantly, we help to make your business effective and successful by correctly converting information services into operating processes. This twofold mission is summarized as Creating Business & IS Results.

Our slogan is Dare to Challenge. Our people constantly challenge themselves and each other to be more efficient and creative. We also challenge you about the organization of your information technology and the provision of IT services to your clients. In doing so, Quint positions itself as a service provider that is not afraid to view business from a different angle...

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