

I can deliver you:

- ✓ **Reliable IT infrastructure**
- ✓ **Dynamic business operation**
- ✓ **PCI-compliant data security**

**Jan Popovic**

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jan.popovic@hotmail.com

🇨🇭 Geneva



complex infrastructure network, email, identity and access management



hosting virtualization cloud computing



results-oriented financially aware project manager



security compliance



corporate overview international exposure



service management



responsible and reliable self-starter, hard-working hands-on, passionate for IT



team coach enterprise collaboration



visionary, creative, analytical continually developing



- 🇨🇪 **Czech** (native)
- 🇬🇧 **English** (fluent)
- 🇸🇰 **Slovak** (fluent)
- 🇫🇷 **French** (moderate)
- 🇩🇪 **German** (basic)



multi-cultural awareness: Europe, Middle East Africa, North America China, Japan

“Jan is a technically brilliant and enthusiastic engineer with a strongly varied IT skillset - he grasps intuitively both complex technical problems and their solutions. Jan is well known for his devotion to his work and his willingness to work long hard hours to get the job done. As a team leader he is very capable, effective, and professional - he is a flexible person and is always open to new ideas...

On a personal level Jan is fun to work with and is a great source of knowledge.”

*Richard Regan,  
Email Manager, Kempinski Hotels*

“Having been working with Jan for many years I find him to be very dedicated and pro-active, he worked hard and was exceptional... Jan always showed a high degree of expertise in his field and in complex IT projects Jan was able to quickly analyse and identify the critical aspects of the projects, making him a very valuable member of the team. It has been a pleasure to work with him...”

*Wibecke Vinke, SVP IT, Kempinski Hotels*

“Jan worked at setting up our IT infrastructure at Global Hotel Alliance and did an excellent job and was always reliable and helpful.”

*Christopher Hartley, CEO, Global Hotel Alliance*

“Jan has been a strong business partner who has demonstrated the ability to think strategically and understand technology in a broader perspective. He directs his team to review and match technical solutions to business challenges while maximizing value and seeking win-win deals with vendors.”

*Colleen O'Keefe, SVP & GM Collaboration Solutions & Global Services, Novell*

More professional references: [in http://ch.linkedin.com/in/janpopovic](http://ch.linkedin.com/in/janpopovic)

## CAREER HISTORY

Jan 09 - Jul 11 **Director of Infrastructure, Kempinski Hotels, Corporate IT, Geneva, Switzerland** 🇨🇭



- \* Overall responsibility for the company's global IT **infrastructure, security**, corporate office and datacenter **IT operation, central IT services and major projects**.
- \* Transformed the internal IT department into a structured, **service-oriented** and **profitable** unit, annual IT services **revenue increased by 500%** to €200k.
- \* Developed a **5-year strategy** for the Group's IT infrastructure with focus placed on leveraging **cost-effective cloud** offerings whilst maintaining regulatory **compliance**.
- \* Composed a comprehensive set of operating and security-related **policies**.
- \* Developed technical concepts and co-managed a worldwide implementation of the PCI-DSS (credit card) and BDSG (data privacy) **security standards**.
- \* Designed **company-wide technical standards** for LAN and WAN/VPN networks, server and storage virtualization, Windows and Linux server OS, Windows 7, application virtualization, cloud-based file servers and patch/vulnerability management.
- \* Managed a **shared hosting/support** team servicing 70 customers on a 24/7/365 basis **consistently exceeding defined SLAs**.
- \* Initiated implementation of **ITIL** compliant **processes** in Corporate IT.

Jan 07 - Dec 08



**Director Central Systems, Kempinski Hotels**, Corporate IT, Geneva, Switzerland 

- \* Designed and implemented a **central internal server hosting** environment, managed migration of 70 servers to a virtual platform and SAN. Implemented WAN optimization for fast access from remote locations. This **enabled consolidation** and **rapid deployment** of new systems in the enterprise with significantly **improved integration** and **D&R**.
- \* **Negotiated** an enterprise-wide agreement with Novell and consolidated groups licensing resulting into a **25% saving** in license costs.
- \* Developed a concept for an **enterprise Web 2.0 collaboration** and social networking platform and co-deployed it to 1.000+ users.
- \* Achieved an **enterprise-wide 6% productivity increase** of knowledge workers by developing and managing a world-wide roll-out of an end-user training plan covering best practice collaborative use of email, PIM and enterprise social networking.
- \* Completed a deployment of GroupWise 8 with **mobility** extensions to 4.000 users.

May 05 - Dec 06



**Manager Central Systems, Kempinski Hotels**, Corporate IT, Geneva, Switzerland 

- \* Built the technical side of distributed company's **central IT** from nearly a **green field**, including DNS, availability monitoring, script automation, backup, anti-virus, directory services, user self-service portal and internal address book for 3.500 users.
- \* Transformed dispersed company's **email system** to an integrated and reliable messaging platform. Migrated 1.500 mailboxes to internal central hosting.
- \* **Established** the Corporate IT **Helpdesk Support business function**.

Dec 03 - Apr 05



**Senior Infrastructure Engineer, Hilton International**, Corporate IT, Watford, UK 

- \* Co-designed, managed pilot testing and supported implementation of a **global-scale antivirus solution** deployed to 600 NetWare/Windows servers and 12.000 workstations.
- \* Designed and deployed an **OS patch management** solution onto 250 Windows servers and 8.000 workstations.
- \* Developed Windows XP installation and configuration standards.

Oct 99 - Nov 03



**IT Manager, Hilton Prague**, Prague, Czech Republic 

- \* Significantly improved work efficiency and support quality by **restructuring** the IT department into two functional sections: Projects and Operations.
- \* **Project managed** the technical implementation of **Oracle Financials**.
- \* Project managed the "Guest High-speed Internet Access" system implementation. Average **profit** from the Internet service sales **multiplied by a factor of 6**.
- \* Invented and together with the local ISP implemented a concept of a tiered Internet billing, which had put Hilton Prague **one year ahead the local congress competitors**.
- \* **Programmed** an interface between Oracle ERP and local POS and PMS systems.
- \* Joined a 7-members virtual team developing system standards and conducting major **worldwide IT server and network installations** and upgrades.

Feb 97 - Sep 99

**Assistant IT Manager, Hilton Prague**, Prague, Czech Republic 

May 96 - Sep 96

**Waiter & Bar-tender, KHB Ltd.**, Kagoshima, Japan 

### PERSONAL DETAILS

Age: 34  
 Nationality:  Czech  
 Work permit:   B,   
 Family status: Married, 2 children (2002, 2009)

### EDUCATION

1999 - 2003 **Faculty of Management and IT**  
 University of Hradec Králové, Czech Republic  
**B.Sc. in Information Technology**  
 1991 - 1996 **Secondary Hotel School** (college)  
 Prague, Czech Republic  
**Graduated with Honors** 

### TECHNOLOGY PROFICIENCY

