

Curriculum Vitae

Personal Information

Dipl.-Ing.(FH) Dirk Linke
Mirower Str.48a
12623 Berlin

Born on July 17 1969 in Berlin
married
2 children

Phone: +49 (175) 3643421
E-Mail: dirk.linke@email.de

Profile

Professional qualified Netcool consultant with more than fifteen years of experience at Service Management and Fault Analysis area.

Deep experience in all areas relating to telecommunication and Service Provider business.

Education

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| 2007 | Accreditation as SMARTS administrator in Frankfurt |
| 2003 | Certificated as Netcool/Impact Certified Consultant in London |
| 2001 | Certificated as Netcool/OMNIbus Certified Consultant in London |
| 1995 – 2000 | Study at the University of Applied Sciences Branch of study: computer engineering 07/00 Diploma as graduated engineer for computer engineering in Berlin |
| 1986 - 1989 | Vocational education as skilled worker for communications engineering in Berlin |
| 1976 – 1986 | Certificated graduation at a polytechnic school in Berlin |

Work History Freelancer

01.12.12

Media Broadcast

Project Operational support

Working as an OSS architect. Operate the fault management system based on Netcool. Operate homegrown application to give an external customer view based on PHP and MySQL. Integration of the element manager systems LCMS, CMCS, Adva FSP and Cisco Rosa. Design new solutions to monitor streaming and broadcast services. Developing and mapping of the service topology of Media Broadcast to be used in successor systems for real-time analysis. Responsible for operation of ITNM, TNPM and Cognos.

11/2009 - 12/2012 **T-Systems International GmbH**

Project Consolidation of the Netcool platforms of T-Com and T-Mobile

Adaption of the integration of Netcool Omnibus, Probes, Impact and Webgui to operate two different systems with a mutual application structure.

Project SOI Integration and connection of flexprod

Developed the SOI connection with XML Probe and with Impacts JMS DSA and XML DSA.

Project Alcatel SAM integration and service alarms

Adaption and advancement of the rulesfiles to the already existing implementation of the T-Systems.

Developed several Netcool/Impact Policies to generate line alarms and the Service Alarm Correlation on base of the line alarms and service data of an extern database.

The outcome was a system to manage faults from MPLS Network. More than 100.000 nodes are managed with the developed system.

Project Virtual desktop

Virtualisation of desktop PCs with Oracle Openbox to perform remote operations.

05/2009 -10/2009 **Nokia Siemens Network (Orange Spain)**

Project Alarm reduction and GUI consolidation

Improved Netcool integrations to be more stable because Orange had various home grown scripts and non standard implementation in place. Setup Netcool/Webtop to give operators access to events from two separate networks in one application.

Project Feasibility Study Orange

Analysed the OSS Environment through making interviews with different departments to discover problems and find room for enhancements. NSN took over the supervision of more than 100 different EMS and umbrella system. The outcome indicates that using only one umbrella system is much more effective as using a lot of different systems.

07/2007 –
02/2009

BT Global Services

Project Transition

Build a new network management stack based on the existing ASIC installation. Lead the design of the new NMS stack. Main responsibility was customising of Netcool and Smarts during the implementation and developing different Perl scripts.

Project Last Level Support for Allianz Shared Infrastructure Services

Maintenance and last level support for ASIC's OSS environment, including Netcool, Smarts, Infovista and some home grown applications. Leadership during the migration of OSS application into British Telecom environment to manage ASIC's network devices.

10/2006 –
05/2007

Swisscom Broadcast

Project Correlation

Developed and implemented a solution to build up a network topology and execute root cause analysis with Netcool/Impact. Wrote different policies for many partly problems and brought them altogether.

Project System Monitoring

Developed Perl scripts to monitor Netcool servers and Oracle databases.

05/2004 –
09/2006

BT Global Services

Project: BayKom

Development of a Service Management solution

- Netcool/Impact Policy development.
- Netcool/Probe Rulesfile customisation.
- Netcool/Webtop administration.
- Perl programming (DB, Parsing, Automating)

Business driven enhancements:

- ISDN backup monitoring and advanced correlations.
- PPP Multilink monitoring and advanced correlations.
- Voice integration of Siemens EWSD.

Analyzed BT's processes for compatibility conform to ITIL from an internal and external point of view.

Support of BT's Service Product Management to setup new outsourcing Services and enhancements of the existing services.

Project: Windows Application Monitoring & Reporting

- Setup Netcool/SM Operations and Netcool/SSM's
- Setup and configuration regarding BT's requirements, including Windows and Perl scripting.
- Handover workshop for the admin people to transfer knowledge

Project: VOIP Showcase

- Design of a monitoring and reporting solution for BT's VOIP equipment.
- Project management.
- Setup Netcool products to monitor the VOIP equipment
- Solution was directly shown to BT's customer at Cebit 2005

Project: SAMSON Monitoring System

- Design of a full monitoring solution for a web application to access network equipment mainly based on Netcool/WAM and Netcool/SSM.
- Worldwide distributed client setup was required for each of the Netcool/WAM's.
- Implemented advanced correlation between client and system events.

Project: LAN Management

- Design of a management and monitoring Solution for remote VPN's and PBX's.
- Project management and consulting.

Project: Oracle RMON

Developed perl script to monitor many of remote oracle databases and integrated that in an existing Netcool environment.

Employee

07/2001 –
03/2004

Micromuse Ltd.

Technical Account Manager at pre and post sales level with the main area at Deutsche Telekom. As Technical Account Manager I was responsible to showing product presentations, answering of RFI's and RFP's, and as main component the implementation and customization at customer side. I was also responsible as product champion for NfSM, NfVOIP, Reporter and Omnibus. Support Micromuse's product management to develop new security related integrations.

09/2000 –
06/2001

DeTeLine GmbH

Specialist for network management in a technical assistant centre with experience of products from Micromuse, HP and Concord. Development a new Netcool based management platform for all

Managed Services.
DeTeLine provides Outsourcing Services in the area of Network and Security Management.
09/1999 – System specialist for network equipment from Cisco Systems und
08/2000 Nortel Networks.

Deutsche Telekom AG

03/1997 – Team leader of technical assistants.
08/1999

02/1995 – Technical assistant at department management level with
08/1999 following responsibilities:
- Administration of Hard/Software,
- Design of new components,
- Consulting
- Statistics

03/1989 – Operator for maintenance and fault clearing with special
01/1995 experience on telegraph lines, ISDN lines and digital telephone switches.

Trainings

2008 Infovista Admin Training /Infovista Developer Training
2007 Service Assurance Manager (EMC² Smarts)
2002 English Way stage 3

2001 Netcool/Impact (Micromuse)

2001 Introduction and Advanced Firewall1 Management (CheckPoint)
2001 Netcool/Reporter (Micromuse)

2001 Tarantella Master (Tarantella)

2001 Network Node Manager Part 1 (HP)
2001 Solaris Systemadministration 2 (SUN)

2001 Solaris8 TCP/IP Netzwerkadministration (SUN)

2000 Presentation Level 1

2000 Netcool/OMNibus (Micromuse)

2000 Accelerated Router Configuration (NORTEL NETWORKS)

2000 Accelar 1000 Comprehensive Configuration (NORTEL NETWORKS)

1999 Centillion Switching (NORTEL NETWORKS)

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| 1999 | ACRC (CISCO SYSTEMS) |
| 1999 | ICRC (CISCO SYSTEMS) |
| 1999 | Kommunikationsnetzwerke I und II |
| 1998 | Administration SMILE |
| 1997 | Seminar ACD95 |
| 1996 | Administration SEPT (System external test units) |
| 1995 | OPAL94 (ERICSSON Raynet) |
| 1995 | OPAL93 (PHILIPS) |

Further knowledge

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| Languages | English German (native) |
| Driving license | Class A, BE, C1E, MSL |

Berlin, 18/02/2016