

Christian Buggedei  
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<http://www.buggedei.de>

## Work Experience

Since 01/2019

### **Founder at Darcy.is**

Darcy is a commercial open source project to introduce a distributed private online civic space.

12/2017 – 03/2019

### **Senior Vice President Product at TVSmiles GmbH**

After a reorganization within TVSMILES, I took over the day-to-day responsibility for IT operations and product development. Product Management, Development and Operations were combined into one department.

09/2016 – 11/2017

### **Head of Product Management at TVSmiles GmbH**

As Head of Product Management, I was responsible for the product team, the QA department, and internal IT support.

In this role I helped facilitate change within TVSMILES and coordinated partnerships and integrations.

10/2015 – 08/2016

### **Software Configuration Manager at TVSmiles GmbH**

As Software Configuration manager I ensured that the necessary ad and user tracking for incent ad campaigns ran flawlessly. This included debugging user tracking systems, call-and postback configurations, and being the general Geek in Residence.

03/2015 – 09/2015

### **PreSales Consultant at SysEleven GmbH**

I worked with the SysEleven Sales team to provide PreSales consulting for Hosting & OpenStack solutions.

11/2007 – 02/2015

### **IT Consultant at SMP Management AG**

As an IT consultant, I supplied expertise to a variety of customers, from small neighborhood plumbers and mid-size law firms to enterprise-sized health insurers and government services.

I created new product bundles and services tailored to the customers' needs. My broad expertise and customer-centric approach allowed me to be the first technical contact for a new customer, even if the task was outside of my core specialties at the time. I was officially responsible for Identity Management, Citrix XenApp, Helpdesk Management, or general Windows System Administration.

07/2000 to 10/2007

### **Systems Administrator and Consultant for Textile Pressing Group**

What started out as a job with limited scope to create a data repository grew into responsibility for maintaining the worldwide IT infrastructure of the whole group, and supporting offices in Hamburg, Munich and Hong Kong.

Over 6 years I grew the IT department from a one person sneakernet into a proper 4 person IT department with extensive automation and monitoring and a reliable and trackable helpdesk. We moved the IT infrastructure away from Novell net to a completely virtualized and failsafe Windows Active Directory environment.

When the Textile Pressing Group outsourced their IT department, I was moved into the SMP GmbH. My responsibilities for Textile Pressing remained, but I also took over 2nd and 3rd level support for other companies and moved into the role of Consultant for Single Sign On Software and general Project Management.

As SSO Project Manager I planned and executed the rollout of enterprise solutions to several German health insurance companies.

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## Education and Student work

09/1999 to 06/2000

### **part time Trainer and Systems Administrator at EDV-Lernstudio GmbH**

My responsibilities included maintaining the PCs and servers for a small IT Training company. As an instructor, I conducted basic programming classes, as well as End-User and Professional Training for MS Office and Windows NT Server.

10/1997 to 07/2000

### **Study of Media Information Sciences at the University of Applied Sciences Wedel**

- Left before graduation after receiving an offer to work as a systems administrator for the Textile Pressing Group

10/1993 to 07/1995

### **Rechtspflegeanwärter at Justizbehörde Hamburg**

- Decided to pursue IT instead, then did community service as a conscientious objector

## Skills

I don't just do IT – I mediate between the very technical-minded and, well, everyone else.

My work experience spans nearly 20 years, as SysAdmin, Consultant and Department Head with a seat at the Management Board. I know how IT works, from the technical as well as the organisational point of view. I understand and support the more-than-legitimate wants and needs of end users and business customers.

Not everyone wants or needs to understand all the exciting intricacies of a complex XenDesktop setup or the fragile beauty of a yaml config file. As Human-Geek translator I am your helpful guide to getting both sides to understand each other better, easing the frustrations of perpetual misunderstanding and helping you sell even the die-hard luddites on modern solutions.

## Miscellaneous Tidbits

Part of and once head of the NORDCON (Europes largest fantasy-games and collectible card-games convention) organization committee. (<http://www.nordcon.de>)

Created and ran a Neverwinter Nights persistent game world for about four years. The server was part of the CoPaP group of linked virtual worlds (<http://www.copap.org>) and peaked at 160 registered players and 10 volunteering GMs, coders and builders.

Once identified and fixed a driver problem at first try - on a Chinese language Windows 95 workstation without understanding more than "ni hao" or asking the local colleagues for translation.