

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

Work Experience

- Since 09/2019 **Product Owner at polypoly GmbH**
polpoly is works on upending the data economy by providing localized storage and algorithm execution.
- Since 01/2019 **Founder at Darcy.is**
Darcy is a 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 respository 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.
- 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.

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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 **Rechtspflegeranwärter 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.