

PERSONAL INFORMATION

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Sex Male | Nationality American

WORK EXPERIENCE

1 Jan 2011–Present

Managing Director; CTO

The FarStar Company, sro (Czechia)

The FarStar Company, s.r.o.

02.2016-current

Location: Prague, Czech Republic

Duties:

Managing Director: Product Management: Consulting:

- Big Data
- Blockchain: Cryptocurrencies and AI applications and project management
- Business Process Change
- CMDB
- Configuration Management
- Database design, consulting (SQL; SAP)
- Database warehousing (rebuild of server room: SQL)
- DevOps methodology
- GAMP
- GxP
- Global IT and Security Assessment
- Hacking detection and remediation (spyware, malware, virus)(Penetration Testing)
- Headhunting: Locating correct contractors matching specific job requirements as per Corporate Management
- IGM
- ITIL Master
- Lecturer, Author: Consulting Professor on Native American Mythology and Global Politics and Business
- Organizational Change Management
- Procurement (Chinese manufacturing contracts, quality testing, pricing, shipping)
- Product Management: Bitcoin Champagne Anonymous Currency Exchange
- Product Management: Floating BioSpheres
- Product Management: JusticeCaps.com
- Project Management
- SOX
- Windows 95, Windows 7 System Administrator
- Direct reports (staff): 10

Accomplishments:

- Client Relations
- Communications (corporate, client, vendor)
- Designed Project Plans; Business Plans; Financial Services (budgets, projections)
- Vendor Relations
- Updating Bitcoin client protocols to match global banking standards
- System Administration: Windows 7, Windows 95
- Email Administration: Outlook corrupted files blocking "send" queue); 3rd party Vendor relations for client
- Vendor Relations: email services, hardware sales, replacement equipment
- Technical Language issues: Creating a common technical language internally for company, vendors
- SLA issues: creating documentation and graphics to explain problems (response, resolution, responsibilities)
- Change management: ITIL processes, policies, and procedures: repeat ticket issues
- Anti-virus issues: malware, spyware, adware - embedded EM issues
- Windows 7 Active Directory: cleaning up old files being used to pirate bandwidth for illegal websites
- Windows 7 System restores: new client laptops with no backup, no common approved "image"
- Rebuilt entire server room: Windows 7, Windows 95: new client: cascade failure - Complete restore
- Registry restore and recovery: Windows 7: no backups, no original install discs – out of date software
- Hardware issues: Windows 7, Windows 95, Mac OSX: dead laptop monitors, dead DVD drives, data recovery
- Data migrations: Mac to Windows 7; Windows 7 to Mac)

[Business or sector](#) Information and communication

1 Nov 2015–1 Feb 2016

Maturity Assessment

Novartis, Basel (Switzerland)

Novartis

11.2015-02.2016

Locations: Prague, Czech Republic; Basel, Switzerland; Ljubljana, Slovenia

Duties:

IT Maturity Auditor: Quality Assurance: Risk Management

- Agile
- Big Data
- Business Process Change
- CFR: Federal regulation (CFR) and or EMEA (cGxP) guidelines
- CMDB
- Configuration Management
- Control Maturity Assessments
- CSV (Excel-Sharepoint database)
- Database warehousing (SAP conversion to Sharepoint)
- DevOps methodology
- GAMP
- GxP
- Global Assessment
- ICFR: Internal Controls Financial Reporting
- IGM
- International consulting and Outsourcing: BPM, Security, ITIL

- JSOX
- NFCM Classified
- NFCM: Novartis Financial Controls Manual
- Organizational Change Management
- Project Management
- Project Quality Assessments
- Quality Assurance and Risk Management (IGM)
- Security Risk Assessments
- SOX (US Sarbanes-Oxley Act)(EU 8th Directive)(Swiss OR 728)
- Vendor Risk Assessment
- Windows 8 Trouble-shooting and configuration

Accomplishments:

- Conformation of conformity to established Novartis standards (communications between divisions, departments, and vendors).
- Creation of a Common Technical Language Dictionary across the 11-divisions that make up Novartis.
- Data modeling and analysis.
- Data warehousing: Novartis has seven-dedicated SAP networks (one for each major division; two for SAP to SAP communications. All being converted to Sharepoint.
- Created Common Language Dictionary to “standardize” procedures, processes, and policies and data warehouse architecture review and projections.
- Standardization of data warehouse best practices.

Business or sector Professional, scientific and technical activities

1 Jul 2010–1 Jan 2011

SEO Global Director

Global Company Consults, s.r.o. (Czechia)

Duties: International SEO Marketing Director

- Responsible for global business development
- Responsible for sales and marketing
- Design of marketing campaigns
- Business process improvement: discovery, documentation, process, policy.
- ISO 20000 compliance
- Creation of CMDB

• Accomplishments: Standardization of procedures, processes, and internal company policies in accordance with ISO 20000 compliance.

Business or sector Information and communication

1 Jan 2009–1 Apr 2010

Senior Project Manager

Meridian Southwest, Inc. (United States)

Duties: Senior ICT Consulting: IT Outsourcing: Sales, Pre-Sales, Marketing

- Responsible for handling pre-sale, sale, contracts, and accounting for software development projects internationally.
- Clients in Canada, Germany, USA. Contractors in Hong Kong, Singapore, India.
- Direct reports (staff): 5
- Accomplishments: I was brought in on a short term assignment after negotiations for a software development contract had already begun and the project was falling apart.

- No one at any of the companies involved had any real experience in international business contracts, banking procedures, and no one had correctly determined the required skills for the software development (the software developers assigned to the project did not have the correct skill sets to actually develop the software to the clients specifications).
- After speaking with all parties concerned, I managed to get the business contracts in order, get the correct developers assigned to the project, conducted User Testing, got final approval of the finished software package, and closed the contract successfully.

Business or sector Information and communication

1 May 2008–1 Jan 2009

ICT project manager

NSPIRE (New Zealand)

Duties: ITIL Master / Senior Project Manager / Security Auditor.

- Designing extensive Service Desk and Projects Lifecycle Management system, including CMDB, CRM, Financial Oversight, Network Architecture, Network Monitoring, Segregation of Duties, Change Control, Incident Management, Problem Management in one centralized database.
- Created taxonomy standards for policies and procedures (common technical language).
- Created security awareness documentation for both employees and management. Created security procedures for termination of employees. Created operational library covering IT Governance.
- Created customer database security policies and procedure.
- Created and maintained Asset Management database for major projects at On Track and ESR.
- Consulting on various ITIL implementation projects for customers.
- Direct reports (staff): 0
- Accomplishments: I recommended to NSPIRE senior management that if they created their own ITIL compliant CMDB and then sold that as a service to their customers, then their customers (by default) would become ITIL compliant.
- This recommendation was approved, and I was tasked with the project.
- I created a full suite of ITIL documents to support the ITIL compliance project
- I successfully completed various projects for NSPIRE Clients

Business or sector Information and communication

1 Nov 2007–1 Apr 2008

ICT project manager

Gen-i / Telecom (New Zealand)

Duties: Senior Project Manager / ITIL Master

- Overseeing multiple projects, including SAN Disaster Recovery projects for both the New Zealand Ministry of Justice and ONTRACK (New Zealand National Railway).
- Project Manager: BAU (Business as Usual) and SIP (Service Improvement Programme) at Department of Corrections, including implementation of ITIL (Staff of 21, supporting 250 end users).
- Reviewed and created consolidation Project Plan for major ticketing systems within the production environment to interface with each other (Remedy, Primavera, SAP, Artemis, Vantive, Peregrine-HP, etc.).
- I supervised the activation of the various key SAP modules for: project management, finance, asset management.
- Created Project Plans for Department of Corrections for Business As Usual and Service Improvement projects.
- Created operational procedures covering IT Governance.
- Also lead on internal projects for company wide improvement plans, including finance (SAP), ITIL instruction (Foundation), ITIL implementation, work force, health and safety.
- Direct reports (staff): 28
- Accomplishments: I acted as Senior Project Manager for an average of 12 to 19 projects at any one time.
- Internal Financial Project:

- I was tasked by the Gen-i Vice President to determine how to solve their monthly billing problems (losses of \$2.5 - \$3.0 million per month in billing mistakes).
- I determined that of the 11 totally separate ticketing systems currently in use at Telecom (none of which communicated with each other, and that no employee had access to all of them) that the SAP system was the best candidate to control not just billing, but project management as well, since all the necessary modules had been paid for and installed.
- All that was required was to activate all the SAP modules, and then to pay a yearly licensing fee of \$500,000 to give all staff access to SAP. This would also give financial overview of each project, as well as a standardized template for project management, while saving the company \$35 million dollars a year.
- I was tasked to do a Service Improvement Program (SIP) with the client: Department of Corrections (a Ministry of the New Zealand government).
- I determined that no one on the project had a clear concept of what the contracted obligations were to the customer because the contracts had been misplaced. I assigned one of my Business Analysts to do nothing but locate and codify the missing contracts.
- I also put a stop to adding addendums to contracts with email notifications (as these always got lost, or were deleted when a staff member quit –at a turnover loss of 70% of staff per year company wide).
- I discovered that there was a secure IP communication network already in place to transfer secured data over the internet between the customer and Telecom (which includes blueprints to all prisons in New Zealand).
 - I reported this to management for immediate action.
- I discovered that none of the servers hosting the customer's data were secured (either data or physical), as the sub-contractor (EDS) would not provide any information on the physical location of the services, nor whether these were stand alone boxes, or multiple drives in a single box – ad violating security protocols.
 - I reported this to management for immediate action.

Business or sector Information and communication

1 Feb 2007–1 Aug 2007

Business consultant

Nissan North America (United States)

Duties: ITIL Master; Project Manager; Acting Nissan Change Manager – Nissan North America (Canada, USA, Mexico, Argentina, Brazil, India): I/S Consultant Service Management Analyst. ITIL Consultant: Analysis, Policies and Processes.

- Review controls, policies, and procedures for Change Management, Problem Management, Incident Management, Multi-vendor Management (Satyam - Smyrna, IBM - Colorado), and Service Desk.
- Advisor to Nissan Executive Change Manager on policies, processes, procedures, and end user training.
- Acting Change Manager representing Nissan (Staff of 210, supporting 50,000 end users) to IBM controlled Change Management process.
- Worked on IBM based Remedy rollout, implementation, and end-user training. I needed to make the remedy Tool ITIL compliant.
- Creating and presenting Executive Overviews to Nissan Senior Management on Change Management Audit Remediation (Corporate Communications Specialist), creating a “common technical language”.
- Created operational library covering IT Governance.
- Consulted on, and audited remediation on all Financial Applications, including SAP to satisfy external auditor points of concern (Deloitte).
- Reviewed and consulted on outside code developer (Satyam) processes and procedures for their internal Change Management (code promotion policies) within the Nissan contract.
- Created project plan to resolve conflicts of response and resolution times for external Vendors (Satyam and IBM).
- Consulted on international integration of training (including creation of training materials for cross department education), policies, and processes for global resource connectivity for support services (including Change Management, SOX, J-SOX) linking Nissan USA (NNA) with Nissan Mexico

(NMEX), and Nissan Brazil (NBA).

- Direct reports (staff): 210

- Accomplishments: I was hired to handle the ITIL Compliance project initiated by Nissan North America, that was experimenting with a plan to “on source” all support departments, while Nissan Japan was experimenting with bringing all support departments in house.

- As part of my primary task, I reviewed all pre-existing documentation (vendor contracts, SLAs, SLOs, procedures, etc).

- As part of my primary task: I attended all international telephone conferences between Nissan departments, as well as vendors (principal vendors: Satyam, IBM), and the external Auditors (Deloitte).

- As part of my primary task: I was required to response to, and design ITIL compliant solutions to various Deloitte audit points: which included 17,000 “unknown user accounts” on the Nissan Mainframe – in Mainframe environments a User Account can be tied directly to specific manufacturing process – so you could not deleted 17,000 unknown users account because you would then shut down all manufacturing processes worldwide.

- Deloitte also wanted documented proof of “segregation of duties” in relation to how secure the company’s financial databases were which contained customer information.

□ I had to base my solutions on ITIL, COBIT, SOX and JSOX standards (Nissan North American is in a “Free Enterprise Zone” and therefore technically on Japanese soil, and under direct requirement to comply with Japanese government standards). With the help of Satyam, I documented a procedure that demonstrated that there was “segregation of duties” and that management had oversight of the procedure.

Business or sector Manufacturing

1 Aug 2006–1 Feb 2007

ITIL Master

Far East Technologies (United States)

Duties: ITIL Foundation Instructor (version 2.0): Teaching three day seminars on ITIL / ITSM process implementation.

- Direct reports (staff): 0

- Accomplishments: I successfully held classes of IT professionals to take their ITIL Foundation exams (success rate: 85%).

Business or sector Information and communication

1 Oct 2005–1 Nov 2006

CTO

99¢ Only Stores (Corporate Headquarters) (United States)

Duties: Senior Project Manager: Technical Services. ITIL Consultant. SOX Pre-Audit; Gathering and formatting key documentation (Security (including Lawson) / Operations / Governance / Development / Change Management / Applications) for internal and external auditors. ITSM Auditing of server room hardware, creation and auditing of DSL library.

- Completed successful SOX (Sarbanes Oxley), ITIL, and COBIT (Framework 3) compliance project.

- ITIL Consultant: Created complete ITIL - DSL compliant library of operations procedures (including detailed install / admin / maintenance / and user procedures on Voxware, Highjump, Unidata, Lawson, Foy, BSI, Express Options, Dell SAN, etc.).

- Project Manager: Technical Services (Staff of 21, supporting 10,000 end users) - created data model specs for the creation of a CMDB; managed evidence collection and evidence creation teams. Created taxonomy standards for policies and procedures (common technical language).

- Created operational procedures covering IT Governance.

- Created Disaster Recovery Procedure.

- Mapped and wrote trouble-shooting procedures for warehouse wireless networks. Wrote numerous Requests for Proposals (RFP) and Statements of Work (SOW) while managing policies and procedures documentation teams. Created stand-alone documents for the installation, maintenance, and user guides for both the Voxware system, and the Dell SAN.

- Direct reports (staff): 21

- Accomplishments: I was originally hired as an independent consultant to upgrade the hardware / software of a US\$ 1 billion dollars a year retailer (330 retail outlets in four states, plus seven warehouses).
- The IT environment has evolved over the years using people who had no experience in IT at all, and thus the systems were not standardized in any way at all, no documentation existed, no backup files were every made.
- Point of Sale (POS) registers were actually desktop PCs that were pieced together from third hand vendors (no new equipment was every purchased) and were running virus infected "legacy" software that averaged a 70% downtime.
- I implemented a policy of documentation of all procedures, processes, and procedures.
- I implemented a policy of purchasing new hardware that was specifically designed to run specific "off the shelf" software that was then configured by seasoned professional software technicians.
- I implemented a Change Management process, complete with both TAB and CAB meetings
- This company had a 120% turnover rate of 10,000 staff per year.
- Employees in many cases did not speak English or Spanish, but instead spoke Mexican Indian tribal languages that no on within the company spoke – I implemented a Visio based teaching system that was completely non-verbal, as may of these people were tasked to drive fork lifts and loaders in the warehouse with no understanding of their tasks or of any safety procedures.
- I was Project Manager for the conversion of Unidata database to AIX and Oracle databases.

Business or sector Information and communication

1 May 2005–1 Oct 2005

ITIL Consultant

Toyota Corporate (United States)

Duties: ITIL Consultant; Project Manager; Quality Assurance; Security Manager. Using Visio Pro to create visuals DFD (data flow diagrams) of servers and networks. IT auditing of local network servers, devices, IT Governance.

- Project Manager: ITIL Documentation project (Staff of 21, supporting 20,000 end users).
- Also assisting Toyota SMEs to create new taxonomy standards for documentation, policies, and procedures, writing Requests for Proposals (RFP), Statements of Work (SOW), while ensuring accuracy and quality of information and adherence to company standards.
- Direct reports (staff): 21
- Accomplishments: I was brought in as the ITIL compliance documentation lead and Consultant, along with two IBM permanent employees who were rotated on a weekly basis.
- My job was to provide continuity to the project, as well as ITIL based project management.
- Toyota had tasked IBM to update their 1,000 document library to current ITIL standards.
- IBM would not allow Toyota SME (Subject Matter Experts) to speak directly to us, so I came up with a method to interview Toyota management, getting critical data third hand, while assuring accuracy of the updated documentation.

Business or sector Manufacturing

1 Jan 1999–1 Jan 2004

Senior Management

NASA (United States)

Duties: IT Service Management (ITSM); Database design and management; Technical Writer and Taxonomy for User's Guide for the Spitzer Space Telescope; Public Relations; ITSM Auditing; IT Security for Mac, PC, and wireless network.

- Project Manager: Staff of six, supporting external projects worldwide: Education and Public Outreach projects.
- Created operational procedures covering IT Governance.
- Wrote Requests for Proposals (RFP), and Statements of Work (SOW).
- Project Manager: Staff of five, supporting 250 end users: Trade Shows and workshops nationwide.
- Direct reports (staff): 5
- Accomplishments: I was brought in by Raytheon to work as a back up System Administrator.

- The job expanded into working for Education and Public Outreach – doing high-end education documentation, publicity, creating website, and managing Trade Shows.
 - I was then tasked to step in and take over an abandoned audio video installation project of a major AV conferencing center at Caltech that the vendor had walked away from.
 - I took over the project, got the AV center functioning.
 - I was then tasked to help create a video based educational training series called “Ask and Astronomer” an award winning services of video on astronomy for children.
 - I was then tasked to work on the SIRTf (renamed after launch: SPITZER) infrared observatory satellite, and serve as the Event Planner and workshop coordinator where for scientists learned on how to operate and program the satellite from their desktop PCs. (Estes Park, Colorado)
 - I was then tasked to work on the Galactic-ExtraGalactic Database, and manage MSC Workshops.
 - I was the tasked to be the Trade Show Coordinator for the AAS (American Astronomical Society) conventions (two trade shows per year) which included management, contract negotiations, bookings, logistics, freight, drayage, trade booth management, etc.
 - This included SIRTf Workshops and EPO Booth Displays.
- Seattle, Washington. Monterey Bay, California, Atlanta, Georgia.

Business or sector Professional, scientific and technical activities

EDUCATION AND TRAINING

1 Jan 1976–1 Jan 1979

BA

University studies
(Bachelor)

OCC (United States)

Business Management

PERSONAL SKILLS

Mother tongue(s)

English

Other skills

Align efforts towards business development, Consultation methods, Adult education, Strategic planning, Create solutions to problems, Perform business analysis, ICT project management, Integrate shareholders' interests in business plans, Track key performance indicators, Analyse business processes, Training subject expertise, Integrate marketing strategies with the global strategy, Define measurable marketing objectives, Market research, Develop a coaching style, Coach employees, Business processes, Analyse business requirements, Database quality standards, Develop revenue generation strategies, Coordinate advertising campaigns, Implement operational business plans, Forming of public opinion, Company policies, Shape corporate culture, Draft press releases, Define quality standards, Delegate activities, Oversee quality control, Develop public relations strategies, Curriculum objectives, Create project specifications, Interpret financial statements, Show an exemplary leading role in an organisation, Make strategic business decisions, Business strategy concepts, Internal risk management policy, Provide technical expertise, Build business relationships, Establish relationship with the media, Quality standards, Recruit employees, Manage manufacturing documentation, Disseminate general corporate information, Apply intercultural teaching strategies, Diplomatic principles, Advise on personnel management, Interact with the board of directors, Liaise with managers, Protect client interests, Develop creative ideas, Brand marketing techniques, Follow company standards, Perform quality audits, Identify potential markets for companies, Analyse the context of an organisation, Provide lesson materials, Negotiate with stakeholders, Use measurement instruments, Develop organisational policies, Adapt teaching to target group, Advertising techniques, Lead managers of company departments, Coordinate marketing plan actions, Use a computer, Business analysis, Integrate strategic foundation in daily performance, Project management, Strive for company growth, Business intelligence, Adapt instruction to labour market, Give constructive feedback, International trade, Manage ICT project, Advise on financial matters, Follow the statutory obligations, Provide cost benefit analysis reports, Analyse internal factors of companies, Identify legal requirements, Motivate employees, Lead inspections, Analyse financial performance of a company, Develop professional network, Train staff in quality procedures, Plan marketing campaign, Perform resource planning, Plan medium to long term objectives, Manage profitability, Manage staff, Improve business processes, Liaise with shareholders, Apply conflict management, Conduct quantitative research, Perform project management, Marketing management, Monitor developments in field of expertise, Organise press conferences, Content marketing strategy,

Analyse customer service surveys, Identify customer's needs, Estimate duration of work, Manage budgets, Develop communications strategies, Oversee stock quality control, Use different communication channels, Advise on efficiency improvements, Develop company strategies, Train employees, Attend to ICT systems quality, Promote education course, Quality assurance methodologies, Establish collaborative relations, Financial management, Abide by business ethical code of conducts, Define organisational standards, Assume responsibility for the management of a business, Demonstrate when teaching, Analyse external factors of companies, Conduct qualitative research, Corporate social responsibility, Advise on public relations, Develop business plans, Business process modelling, Assessment processes, Analyse business objectives, Revise quality control systems documentation, Imprint visionary aspirations into the business management, Manage project information, Evaluate budgets, Business knowledge, Get involved in the day-to-day operation of the company, Joint ventures, Perform risk analysis, Apply operations for an ITIL-based environment, Conclude business agreements, Analyse business plans, Collaborate in the development of marketing strategies, Identify undetected organisational needs, Prepare lesson content, ICT project management methodologies, Financial statements, Audit techniques, Evaluate marketing content, Identify improvement actions, Apply teaching strategies, Adhere to organisational guidelines, Shape organisational teams based on competencies, Teach corporate skills

Driving licence B, B1, BE