

Thomas Wiederhold  
Marie-von-Oriola-Str. 23, 61137 Schöneck  
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## CV



### **Personal information**

**born 14. May 1966 in Bad Hersfeld (Germany), married, née Thomas Laun**

### **Profile**

Broad knowledge, thinking outside the box, very good analytic skills, structured work approach, extensive experience in the Cisco- and Microsoft-Area, Design, Architecture and troubleshooting of Cisco UC solutions

Continuous professional development: Annual participation in the Cisco UC Partner VT (USA) (yearly participation since 2001), Cisco Live (2017,2018,2019), Microsoft Skype for Business trainings, huge own lab to replicate customer scenarios

Documentation guidelines for feature rollouts (German or English)

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## Professional career

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**01/2017 – today**

### **Freelance IT consultant**

- Support of the Cisco UC Rollouts at Commerzbank worldwide (UC Troubleshooting, Test documentation for newly introduced solutions (QoS, Group Policies, XenApp and XenDesktop, centralized Voice-Recording)
- Setup of complex UC-environments including Interop-Scenarios with Microsoft-products (AD, Exchange, Sharepoint)
- Extensive Lab environment with the possibility to replicate complex scenarios for problem resolution and testing of new features/setups
- Support of the Cisco Spark PoC at BASF
- Unified Communications Audits at Heidelberger Druckmaschinen, Commerzbank, Karl Mayer Textilmaschinen, Deutsche Pfandbriefbank
- Cisco CUBE Design for Süwag
- 3<sup>rd</sup> Level Troubleshooting for Swiss RE
- Cisco-Microsoft Interop design (IM, voice, video) for White&Case
- Testing and Troubleshooting at Commerzbank for BT
- Webex Teams support (Key Management system, Calendar integration, Video Mesh) for various Cisco partners
- Support for Webex Video conference implementations (design, configuration, troubleshooting) for Deutsche Pfandbriefbank and Flatex
- Transformation of the network of Sinovo to Meraki (Firewall, switching and WLAN)
- Design and Implementation of the UC transformation project at Medizinischer Dienst der Krankenkasse Bayern

**01/2009 – 12/2016**

### **Technical Solutions Architect, Cisco**

- Support of Cisco Spark (now Webex Teams) and CUCM PoCs on a European level

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- Operation of a European SE-Lab (PaaS), UC-Environment for demos and PoCs including Citrix and Microsoft-integrations
- Member and lead of two workgroups of the worldwide Cisco Field-Advisory Teams (Virtualization and UC Management)
- Customers: Deutsche Bahn, Bethmann-Bank, Commerzbank, SAP, Freudenberg

**06/2007 – 12/2008**

**UC Architect, Demo Centers Team, Cisco**

- Support for the worldwide demo centers at Cisco, leading role in architecture of the demos for the internal Customer Briefing Centers

**07/2006 – 06/2007**

**Consulting Systems Engineer, Cisco**

- Support for UC PoC for Deutsche Bank

**07/2001 – 07/2006**

**Global Account SE for UC Projects, Cisco**

- Architecture support for Account teams for UC deals.  
Customers: Deutsche Post/DHL, Schenker, Nestlé, Intel, ...

**05/1999 – 07/2001**

**Systems Engineer Service Provider, Cisco**

- Pre- and postsales support for MPLS for Profinet/Augsburg
- German lead for Cisco DSL and aggregation platform initiative
- PoC for Cisco 12000 series routers

**07/1993 – 04/1999**

**Head of 2nd Level Support BT Deutschland**

- WAN: X.25, Frame-Relay, ATM
  - LAN-protocols
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### **Selected business education**

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1997	CCIE Routing&Switching (#3232)
2001 – today	yearly participation in the Cisco Collaboration VT (USA)
2008 – 2016	Participation and lead in the Cisco BU Field Advisors team
2013	Meraki Network Associate
2017 – today	Yearly visit of Cisco Live
2017	Microsoft Skype for Business Airlift

### **Education**

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1993	Degree Information Systems, FH Fulda (Germany)
1989 - 1993	successful study of Information Systems, FH Fulda (Germany)

### **Additional skills and knowledge**

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<b>Languages</b>	German (native speaker) English (business fluent)
<b>Knowledge areas</b>	WAN Protocols: X.25, Frame-Relay, ATM, VPN Cisco UC complete portfolio: (CUCM, IM&P, Expressway, Contact Center, Unity Connection, Cisco Meeting Server, CWMS, CUBE, Webex Teams, Webex, Video Conferencing) Cisco products: Routing&Switching (low and high-end routers, Catalyst and Nexus switches, voice Gateways), UCS (B-Series, C-Series), Wireless LAN (Access points and Controllers), Firewalls (Pix and ASA series), Meraki MX Series, Meraki MS Series, Meraki MR Series Microsoft: Active Directory, Exchange, Sharepoint, Skype for Business, Teams VMWare: ESXi, VCenter Audiocodes: Mediant Virtual edition Citrix: XenApp, XenDesktop Operating Systems: Windows, MacOS, Linux Other areas: IPv4, IPv6, routing protocols, DSL, 802.1x, NAT, DNS, DHCP, Certificate Authorities, Handling of Cisco TAC

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Thomas Wiederhold