# Eric Biderbost

## Project Manager, PMP

## Curriculum Vitae

- 9 years IT experience, 5 years project management experience
- PMP, Master in computer science (ETH/EPF)
- Mobile and Internet solutions, derivatives trading platforms, industrial applications
- International experience in New Zealand and China PRC
- Experience in French and German speaking Switzerland

37 years old

Swiss nationality

Single

Fluent in English and French, good practice in German

## Contents


EXPERTISE 2
STRENGTHS 2
LANGUAGES AND HOBBIES 2
MAIN ROLE 3
MAIN PROJECTS 3
EDUCATION 4
WORK HISTORY 4



Impasse de la cascade 13
3966 Réchy
Switzerland
+41 77 475 3250
eric.biderbost@jiminy.ch

# IT Project Manager

Experienced project manager with **nine years success in delivering IT solutions** using a blend of project management best practices and recognised software development methodologies. Innovative professional with proven ability to implement and provide IT solutions through expertise in:

- Project and programme management
- Quality processes and quality management
- Account management and client relationships
- Invoicing and basic company accounting
- Multi-cultural team leadership
- Software engineering and high level design

Demonstrated skills in contract negotiation, IT services management, roadmap planning, and solutions design. Positive thinker with proven successes in completing "Death March" projects. Experienced with teams of 20 developers and a NZ$2.5 millions yearly budget. Effective at reducing costs and sustaining team growth.

**"Frankly gifted in all aspects of management of complex projects down to the most detailed levels, Eric is equally deft in the softer skills of managing the complexities of communications across technical and non-technical staff and clients."**

Daniel Spector, Open Source / Business Development Specialist, Catalyst IT Limited

---

## Expertise

### Management Skills
Project management, PMP
QA processes and acceptance testing
Project evaluation (5 smileys, RUP 9 disciplines)
Cost tracking and reporting (one page reports)

### Development Experience
Web applications (Ajax, XML, CSS, JavaScript)
Internet (Java, PHP, Groovy, Tomcat, Postgres)
Derivatives trading (C++, SQL, Sybase, CORBA)
Industrial automation (C++, Matrox)
Enterprise Architect, Visual Studio, Wavemaker

### Project Management Experience
Web applications and corporate web sites
Mobile and mobile messaging applications
Application infrastructure and migration

### Methodologies & Notations
Waterfall, Rational Unified Process and BPMN
Agile practices (XP, Crystal, Scrum, FDD)

### Applications
Project (MS Project, MindManager Pro)
Office (Microsoft Office, Open Office)
Document (Alfresco, Knowledge Tree)

## Strengths

**Innovative, creative thinker**

- Focus on how to solve a problem, not if it can be solved
- Find the right tools and evolve the methodology to get the job done

**Strong team player**

- "No Blame" culture, learn from mistakes and continuously improve
- Share information with the team, encourage peer review
- Provide transparency at every step of a project and enjoy excellent relations with customers

**Business focused**

- Take initiatives, look for opportunities and synergies
- Think long-term, champion the company culture and vision
- Demonstrate strong budget and financial skills and interest
- Balance the company's competing needs, apply lean management to eliminate waste

## Languages and Hobbies

Fluent in **French** and **English**, good practice in German, basics in Italian

Modern jive dancing (review class teacher), motorcycling, travelling

## Main Role

**Programme Manager**
Catalyst.Net Ltd
Mar 2007 – Apr 2010

As a programme manager reporting to Director Don Christie, I managed a team of 20 developers on a range of mobile, web and e-learning projects worth yearly NZ$2.5 millions.

- Led the team through a 40% growth, enhanced the effective hourly rate during the 2009 recession by 2%
- Managed our Premium SMS product and customer accounts
- Decreased overdue debt amount and average debt age by more than half
- Created the project management group and introduced a project methodology and peer project management practices
- Managed project resources, prepared invoicing information, provided quarterly revenue forecasts and service metrics
- Introduced monthly up- and down-time service statistics
- Implemented a formal QA process

## Main Projects

**Telecom New Zealand**
Catalyst.Net Ltd
Jan 2008 – Jun 2009

**3G UMTS network launch**

- 18 months, NZ$2 millions, 20 developers, business-critical
- Java, PHP, Drupal, Alfresco, Postgres, kannel
- Upgrade, development and migration of business-critical applications to support both the 2G CDMA and 3G UMTS networks
- Deployment of new firewall and application servers, upgrades of web environments and database management systems, 37 production servers

- Managed the project from contract negotiation until service handover
- Used a "Divide and Conquer" approach with a waterfall methodology
- Applied lean principles to introduce changes to procurement, programme control and QA practices
- Negotiated SLA service targets and support services
- Project completed successfully, minimal disruption to existing services

**Catalyst.Net Ltd**
Mar 2007 – Dec 2007

**Premium SMS messaging gateway**

- Written in Erlang, serving more than 6 millions messages yearly
- Serves Yellow Pages Group's SMS messages for the national Directory Assistance service, SMS traffic for Ambulance New Zealand's emergency coordination system and other third party applications

- Defined the product roadmap and prioritised the features
- Led the system design (Fully Automatic Installation, automatic fail-over of the firewall and of services using redundancy and virtual servers)
- Negotiated connection agreements with the new operator 2degrees, and the service agreements with new and existing customers
- Managed mobile carrier and customer accounts

**Aviarc**
Core Technology Ltd
Apr 2005 – Apr 2006

**XML Web application builder**

- 1 year project, 4 months increments, 1 week "time boxed" iterations
- 10 developers, Java J2EE, Ajax, Scheme, JavaScript

- Defined the product roadmap and the project plans
- Determined team roles using RUP, applied a feature-driven methodology
- Specified new components, reduced Aviarc application development time and Aviarc deployment time
- Defined quality plans and introduced quality processes
- "Death March" project, launched on-time and on-budget

## Education

### Continuing Education

**Project Management Institute**

- Project Management Professional (PMP) certification (2009)

**New Zealand Institute of Management**

- Accounting for non-accountants (2009)
- Diploma in project management – 120 credits at Level 5 NZQA (2007)

### Victoria University
Wellington, New Zealand

**Postgraduate Diploma in Geography** (Bachelor with Honours equivalent)
*July 2003 – November 2004*

### Swiss Federal Institute of Technology (ETH/EPF)
Lausanne, Switzerland

**Master of Computer Science**
*October 1993 – October 1998*

## Work History

### Catalyst.Net Ltd
70-100 employees
Wellington, New Zealand

**Project Manager, Programme Manager**
*March 2007 – April 2010*

Catalyst.Net is a software services and hosting company providing mission-critical applications for major New Zealand and Australian organisations.

### Core Technology Ltd
30 employees
Wellington, New Zealand

**Product Manager, Senior Process Architect**
*April 2005 – February 2007*

Core Technology is an IT services company founded in 1993 and developing Aviarc (http://www.aviarc.com.au), an innovative web application builder.

### Easy Travel Choice
2 employees
Sierre, Switzerland

**Technical Consultant** (contract)
*January 2003 – May 2003*

Easy Travel Choice was a prospective company that owned a world leading artificial intelligence technology dedicated to the tourism market.

### Shenzhen Kaifa Technology Co, Ltd
5,000 employees
Shenzhen, China PRC

**Software Engineer**
*April 2002 – December 2002*

A subsidiary of Great Wall Technology, Shenzhen Kaifa Technology is among the top 100 listed companies on the Chinese exchanges, with a total business income of CN¥8.06 billion (2005).

### Actant AG
10-70 employees
Zug, Switzerland

**Software Engineer**
*June 1999 – October 2001*

Actant is a Swiss company offering the Aqtor real-time systems for automated derivatives trading. Its founders pioneered the industry with the first publicly available front-end software released in 1985.

### Kassian Maritime Navigation Agency Ltd
At sea

**Analyst Programmer**
*November 1998 – March 1999*

Kassian is a navigation company that operates cargo vessels on all oceans.

### Elca Informatique SA
70-100 employees
Lausanne, Switzerland

**Software Engineer Trainee** (contract)
*April 1998 – July 1998*

Elca Informatique SA is a leading Swiss IT solutions provider serving customers throughout Europe. In 1998, its yearly revenue was CHF25 millions.