

# PETER GERSTBREIN, M.B.A.

## SOFTWARE LICENSING CONSULTANT TEAM LEAD

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Bratislava, Slovakia

Peter Gerstbrein

### EXECUTIVE SUMMARY

13 + years' experience in IT and SAM project management, process management, introduction and integration of SAM systems and Service Support of IT systems, from project planning through completion. Led and managed teams of up to 3 people directly, including hiring, evaluation, budgeting and training of staff. On projects supervised up to 10 people EMEA wide. Implemented new CRM system for the EMEA region to maximize efficiency and reduce cost. Completed all projects on time and within budget. MBA degree, ITIL V3&V4, SCRUM, CSAM, CITAM, CMAM, CAMP and CAMSE certifications. Fluent in English, German, Czech and Slovak languages.

### WORK EXPERIENCE

2020 – 2024

BLACKBELT XP

SOFTWARE LICENSING CONSULTANT TEAM LEAD – Germany (Oct 2020 – Sep 2024)

- Responsible for building up and leading the delivery organization for the DACH region
- Responsible for interview, selection, hiring, training, evaluation and management of SAM professionals
- Leading the team of SAM Consultants, managing FTE/project allocation
- Driving employee performance reviews and ensuring team member growth
- Actively delivering on specialized projects related to SAM/ITAM - assessments, SAM process identification and implementation, SAM tool evaluation and procurement (RFI&RFP) and integration support within international organizations.
- Key point of contact for SAM (Software Asset Management) knowledge support and SAM operational support for a German Banking Group
- Salesforce license optimization SME (Subject Matter Expert)
- Actively supporting pre-sales and sales activities, supporting development of sales pipeline, supporting buildup of offers, presentations and actively participating in pre-sales and sales presentations, experience in up-sell existing clients

2019 – 2020

ERSTE GROUP IT INTL.

SOFTWARE ASSET MANAGER (SAM) (Oct 2019 – Sep 2020)

- Responsible for leading and implementing Centralized SAM program within Erste Group.
- Responsible for SAM process creation and implementation on Central Level and harmonization of SAM processes on entity level.
- Coordination and cooperation with SAM personnel on local level within entities of Erste Group.
- Responsible for creation of common SAM approach within Erste Group.

### EDUCATION

CITY UNIVERSITY OF SEATTLE  
Bratislava, Slovakia (2000-2008)

### STRENGTHS

- COMMUNICATION
- NEGOTIATION
- ORGANIZATIONAL
- PEOPLE MANAGEMENT
- PROJECT MANAGEMENT

### TRAINING & CERTIFICATES

#### IAITAM CERTIFICATES:

- CSAM (Software asset manager)
- CITAM (IT asset manager)
- CMAM (Mobile asset manager)
- CAMP (Asset management professional)
- CAMSE (Asset management security expert)

#### OTHER CERTIFICATES:

- LEAN 6σ YELLOW BELT (2007)
- ITIL V3 FOUNDATIONS
- ITIL V4 FOUNDATIONS
- PLANNING & IMPLEMENTING ITSM
- AGILE SCRUM MASTER (EXIN)

- Close cooperation with COO on implementation approach.

**2017 – 2019**

**DELOITTE ADVISORY**

SENIOR IT CONSULTANT (SAM) (Apr 2017 – Sep 2019)

- Responsible for leading Software Asset Management implementation projects
- Responsible for SAM business development activities for Slovakia (Actively supporting pre-sales and sales activities, supporting development of sales pipeline, supporting buildup of offers, presentations and actively participating in pre-sales and sales presentations, experience in up-sell existing clients)
- Act as Single Point Of Contact for Asset Management queries for assigned, new and potential Software Asset Management and Software Audit customers within Slovakia
- Responsible for supervision of assigned resources conducting day-to-day activities on assigned accounts.
- Regularly presenting account status to internal and external stakeholders.
- Responsible for proposing and delivering on productivity and/or cost saving opportunities on assigned Accounts.
- Software licensing specialist for Salesforce

**2011 – 2016**

**HEWLETT-PACKARD**

IT ASSET MANAGER (Jun 2015 – Oct 2016)

- Responsible for supervision of assigned resources conducting day-to-day activities on assigned accounts.
- Regularly presenting account status to internal and external stakeholders.
- Act as Single Point Of Contact for Asset Management queries for assigned Accounts/Customers
- Preparation and maintenance of RAID logs, implementation of Go to Green plans.
- Responsible for proposing and delivering on productivity and/or cost saving opportunities on assigned Accounts.

PM/IMPLEMENTATION CONSULTANT (Feb 2011 – May 2015)

- Implement Software Asset Management solutions for customers within EMEA region
- Single point of contact for customers during implementation phase.
- Monitor and report progress to customers and management.
- Prepare and set up steady state operation of implemented projects.
- Provide training and work instruction documentation to delivery team

**2006 - 2010**

**LENOVO**

OPERATION PROGRAM MANAGER (Apr 2008 – Dec 2010)

- Identify and lead key initiatives to decrease cost and/or increase efficiency of the Services Department.
- Develop, analyze and lead the implementation of the Key Performance Indicators within the Services Department.
- Lead internal projects related to Services Department.
- Main operational and financial advisor within various internal Department projects.
- Report progress to management and present solutions for solving problems in the most effective and efficient manner.
- Key contact point for escalation communication with IBM.

EFA & GA CUSTOMER DELIGHT COORDINATOR (Sep 2008 – Apr 2010)

- Lead and manage a small team of Administrative Analysts (2-3 people).

**LANGUAGE SKILLS**

- SLOVAK: native
- ENGLISH: C2
- GERMAN: B2
- HUNGARIAN: A2

**COMPUTER SKILLS**

- MS OFFICE – ADVANCED
- MS PROJECT – ADVANCED
- SHAREPOINT - ADVANCED
- LOTUS NOTES - ADVANCED

- Hire and lead team members.
- Provide/ensure training for team members.
- Manage specialized projects within EMEA.

#### CRITICAL SOLUTION SPECIALIST (Sep 2006 – Sep 2008)

- Experience with leading and driving medium and large scale projects within EMEA
- Active participation in process improvements for customer issue resolution within the EMEA region.
- Train new Project Office members and provide guidance when needed.
- Manage the cooperation of teams within Lenovo to resolve Critical Customer complaints.
- Work with countries on problem solutions.
- Set up action plans and milestones, to efficiently and within a reasonable timeframe resolve issues of company crucial customers within the EMEA region.

2005 – 2006

AT&T

#### PROJECT IMPLEMENTATION MANAGER (Dec 2005 – Sep 2006)

- Complete Implementation and people management for providing WAN and EVPN, Infrastructure and VOIP connections to customers in the EMEA region.
- Provide full information and assistance to customers.
- Manage infrastructure projects for AT&T customers.

### **OTHER KNOWLEDGE, SKILLS & INTERESTS**

I am outgoing, direct, a fast learner and always eager to gain new experiences. Prefer a detailed and organized approach towards decision making over ad-hoc approach, heuristic and Band-Aid solutions and rushed decisions at every turn, which allows me to make responsible and informed decisions that I can stand behind a 100%. In communication, I am professional, diplomatic, but straightforward and to the point, I like to maximize the results of discussions and negotiations and avoid over-examining small details and focus on the decisions that can bring real results. I do not hesitate to express my opinion and suggestions about issues, but always employ the benefit of doubt and reconsider my standpoint when facing a compelling and well-reasoned argument. I enjoy working with talented, motivated and knowledgeable people and I make the most out of any opportunity to learn from the more experienced. I am interested in new technologies, squash, golf, motorcycles, fast cars and traveling.