



Digital business transformation

**CIO, Head of IT Business Partner, Project- and Process Management
COO, Interim Manager**

Expertise and added value for YOUR company

The change from cost factor to enabler

Growth in economic added value and profitability by increasing competitiveness, reducing costs and functional improvements. Clear structures in the work processes. "Simplicity" is the motto.

- Development and establishment of IT business partners including project management at Group level.
- Several years of expertise as a consultant in the field of corporate digitalization
- Business management responsibility (Controlling of budget, performance / KPI management with resulting improvement initiatives)
- Management of an SAP feasibility and implementation study "Move to S4/Hana" for 4 business units and the service centers (HR, FI, IT, Legal, Commercial)
- Planning, preparation & implementation of a comprehensive digital platform for maintenance processes resulting in up to 50% shorter time to market

COMPETENCES / ACHIEVEMENTS / LEADERSHIP

My achievements

- Transformation of the entire global IT infrastructure (>20 locations, 3500 employees) to the latest cloud environments as part of a renegotiated contract with the IT provider (project duration 12 months)
- Introduction of the data protection regulations GDPR (EU) and DSG (CH)
- Establishment of the SR Technics maintenance center in Malta, over 4 years with ultimately 200 employees, and handover to new management
- Management of comprehensive process reorganization (planning / maintenance processes) in Paris and Barcelona, with an improvement in product delivery of up to 30%

Competencies and Strengths

- Business management responsibility (Controlling of budget, performance / KPI management and subsequent improvement initiatives)
- Extraordinary experience in transformation, digitization, process & project management and IT management
- More than 10 years of experience abroad (Europe, Asia & Middle East) and high understanding of their cultural differences
- Strong Lean CI mindset - continuous improvement, are the basis for working on the success of a forward-thinking company.

Staff management / and development

- Several years of experience as department manager (over 2 management levels) and Executive C-level of up to 90 employees.
- Development of talents and their introduction to new functions

WORK EXPERIENCE

03.2023 - today

Owner of Global Support Service Management in Zurich

- Management Consultancy / Digital Transformation
- Management Consultant Support and Project Management
- Interims Management Services

- 07.2022 - today IT-Head / hawadoc AG Winterthur**
- Coordination of all IT topics and managing of outsourcing partners
 - IT infrastructure and IT documentation
 - ERP system and request management
 - IT Project Management
- 09.2021 - today Consultant / Emissary Network**
- Emissary is a network of over 7,000 senior executives offering their insights to growing enterprise teams
- 04.2020 - 06.2022 Re-orientation due to restructuring**
- Continuing education in business & technology
Business Management BWL – Deutsche Akademie für Management
- 01.1998 - 03.2020 SR Technics Switzerland AG from a Mechanic to the CIO**
- 06.2019 - 06.2020 Technology Innovation Manager / SR Technics Switzerland AG**
- Development and implementation of the innovation strategy and standards
 - Management of activities supporting the implementation of sustainable innovation projects
 - Work with and report to the CEO in the company
- 04.2018 - 05.2019 acting CIO (Chief Information Officer) / SR Technics Switzerland AG**
- Responsible for Group IT and its locations in Zurich and Belgrade (90 FTE)
 - Preparation of and compliance with the budget (> CHF 25 million) and the IT strategy
 - Ensure for compliance with the contractual agreements with the outsourcing partners
- 01.2016 - 03.2018 Head IT Business Partner & Innovation (deputy CIO) / SR Technics Switzerland AG**
- Optimization of business & IT cooperation and simplification of processes
 - Responsible for supporting the business in IT matters
 - Head of project portfolio management and project feasibility study
- 10.2014 - 12.2015 Special Projects Aircraft Services & Line Maintenance / SR Technics Switzerland AG**
- Various projects in Line Maintenance (Barcelona)
 - Re-organization of SR Technics France (Paris)
 - Consulting for external customers
 - Process improvement
 - Harmonization of Reporting & KPI standards
- 01.2014 - 09.2014 Head Maintenance Planning / SR Technics Switzerland AG**
- Management of 4 team leaders and a total of 60 employees,
Responsible for the areas:
 - Projekt management
 - Slot & capacity planning
 - Material planning
 - Jobcard Engineering
- 09.2010 - 12.2013 Expat - Head Planning / SR Technics Malta Ltd.**
- Deputy of the General Managers
 - Customer support & account management
 - Slot & capacity planning
 - Time management & cost control
 - Facility Management
- 08.2006 - 08.2010 Expat - Locations abroad (Bahrain und Seoul South Korea) / SR Technics Switzerland AG**
- Training & Instruction of the local planning staff
 - Fleet Technical Management - Mid & long-term planning
- 01.1998 - 07.2010 Fleet Maintenance Planning & Aircraft Mechanic / SR Technics Switzerland AG**
- Aircraft mechanic on the following types: B747, MD11 A330 & A32Fam.
 - Responsible for the maintenance planning
- 03.1995 - 12.1997 Self-employed - MAIER Plumbing & Heating**

TRAINING AND EDUCATION

2024	PMI Agile Certified Practitioner (PMIACP) ® («PMIACP») – Digicomp Academy AG
2022	Correct handling of data protection breaches - WEKA Business Media AG
2021	Business Management BWL – Deutsche Akademie für Management
2020	Business Administration: Business and Technology – ACCA
2013	Menschen öffnen und führen – Konstanzer Seminare
2006 – 2020	SR Technics internal education courses <ul style="list-style-type: none"> ○ Continuous leadership courses for managers and supervisors ○ Human Factor Training ○ Lean Trainings: Green Belt, 5S, Six Sigma ○ Quality & Process Training ○ SMS Safety Management System ○ Aircraft mechanic ref. EASA ○ Business Administration & Budget
1996	Sales Marketing. during self-employment
1990	Apprenticeship completed as plumber / heating technician.


COMPUTER SCIENCE SKILLS

MS-Office Pro	In-depth knowledge and daily application (Word, Excel, Outlook, PowerPoint, SharePoint, Office365)
Cloud	Azure, IBM-Cloud
iOS & Android	Profound knowledge and daily application
ERP	SAP-Key-User Kenntnisse in den Modulen: Finance (FI), Controlling (CO), Materialmanagement (MM), Productionplanning (PP) and the Sales and distribution module (SD) Boss Info – BossERP, BossSalary
CRM	Salesforce
MES	Manufacturing Execution Systeme
Web	Create & manage websites
SCRUM	Agile Projectmanagement

LANGUAGES

German	Native language
English	Very good written and verbal skills (C2)
Chinese	Beginner

FURTHER PERSONAL DETAILS

Contact	
Office	Zurich
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E-Mail:	franz.maier@m-gssm.ch
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Webpage:	www.m-gssm.ch
Nationality	Swiss
Hobbies	For the personal balance, family and fun, sports in general (football, skiing, hiking) and cooking.