

Consultant Presentation

Carsten Broberg

Project Manager and Teamlead



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Languages: Danish (mother language), English - Fluent

Roles: Project Manager and Teamlead

Consultant profile

For the past 14 years, I have primarily worked as a project manager with responsibility for major projects with larger customers such as Center for IT, Medico and Telephony, Statens IT and DSV.

In addition, I have worked with the management of IT departments and IT projects of varying scope. Hence, I have a solid knowledge of IT infrastructure and operating routines as well as processes. At Statens IT and CIMT I have worked with ServiceNow where I used the tool for resource management. In all my projects I have had to collect data and decipher it to get to a solution. I have been certified in an earlier version of ITIL.

During several high-profile projects, I have acquired experience with stakeholder management and proactive dialogue. As a project manager I focus on people and the business. I pursue deadlines, and I strive to deliver the best service with the most skilled and motivated staff. Always with focus on progress and the key success factors.

Specialties:

- People Management/Leadership
- Operations Management
- Project Management
- IT-Infrastructure
- Offshoring
- Insourcing
- Budgetting
- Strong business acumen and leadership skills
- Empathic, engaged, persistent and committed

Core competencies:

- Project management
- Mobile application
- ServiceNow
- Knowledge management

- Prince2 Foundation
- Application virtualization
- Hypervisor
- VMWare
- Sharepoint
- Remote management
- Microsoft operation
- DNS
- Prince2
- MS Office
- MS SQL
- DHCP
- Backend Services
- IT infrastructure
- TFS
- IT projects
- Servers

Jobs and assignments

2022 - 2023	Client: Role: Project:	Rigspolitiet (The National Police of Denmark) Project Manager – Infrastructure Project Develop, establish, and transfer a comprehensive concept for top-secret and dedicated access to specific services for system support of outsourcing tasks to external partners. Skills: People management, Change management, Project management
2019 - 2021	Client: Role: Project:	Center for IT, Medico and Telephony - Capital Region of Denmark Project Manager and Teamlead Lead Project Manager and Program support for three major interregional projects: The Thin Clients, development of Virtual Workplace and the so-called Server & License project. Overall development, vendor selection, implementation, change management, roll-out and organizational anchoring of the new client concept. Development and optimization of the virtual workplace. Capacity and license management and forecasting of the virtual workplace including procurement and implementation of hardware and licenses. Skills: People Management, Change Management, Project Management, Prince2, ITIL Foundation
2016 - 2019	Client: Role: Project:	Statens IT Project Manager and Teamlead Heading the Client Services department. Building teams, remote and locally, to support new and existing services. Developing secure mobility services, Mobile application management, global monitoring services, and establishing organizational processes and procedures supporting customer related demands. Optimizing existing services i.e., Published desktop, PC management, hypervisor, application virtualization and remote management tools. Insourcing of customer services and employees. During insourcing cooperating with the Transition department to transform to standard or new services. Skills: People Management, Change Management, Project Management, Prince2, ITIL Foundation.
2013 - 2016	Client: Role: Project:	DSV Team Lead - Global Infrastructure Services Heading the Global Infrastructure Core Services team. Architecture and operational responsibility, developing Infrastructure enhancements and optimization, budgeting, and lifecycle strategi and plans. Insourcing of services and applications to hosted or housed services for our global IT. Skills: People Management, Change Management, Project Management
2007 - 2013	Client: Role: Project:	DSV Team Lead - I&O Operations & Systems dept Heading the Group IT Backend Services with operational responsibility for MS SQL, AD, Exchange, System Center, VMWare, Sharepoint, File Services, Servers, DNS/DHCP, TFS, and supporting infrastructure components. Development of operational processes and standard operational procedures. Optimization and automation of daily operational activities. Currently focusing on developing Roles and knowledge management through

Microsoft operation center for all technologies operated.

Skills: People Management, Change Management, Project Management

2007 - 2007 **Client:** **WM-data - a Logica CMG Company**
Role: Infrastructure Specialist/Change Manager
Project: Technology evangelist (Application Virtualization) Customer Change Manager/Delivery
Manager Messaging and infrastructure consultant

Skills: People Management, Change Management, Project Management

2003 - 2006 **Client:** **Hewlett Packard Enterprise**
Role: Technology Consultant
Project: Messaging and infrastructure specialist

2001 - 2003 **Client:** **Hewlett Packard Enterprise**
Role: Technology Consultant at C&I
Project: Messaging and infrastructure specialist

2001 - 2001 **Client:** **Hewlett Packard Enterprise**
Role: Senior Consultant
Project: Infrastructure specialist

Courses and certifications

- Prince2 Foundation
- KanBan
- Leadership I
- Certified SAFe agilist
- ITIL version 2