

MARKUS AMMANN

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OCCUPATIONAL CAREER

COACHING AND CONSULTING

COACHING RE|DEFINED

APRIL 2017 – CURRENT

- Coaching and Consulting in all life and business situations
 - Master Business and Life Coach (certified)
 - Coach for potential oriented Coaching (certified)
- Business Consulting
 - New Work and New Ways of Leading
 - Change Management
 - Audit Support in general, specifically for CAPA
 - Communication and Communications Design
 - Process design

LEVEL 1 SUPPORT LEAD

F. HOFFMANN LA-ROCHE AG

JUNI 2021 – MAI 2022

- Leading of a Level 1 Support Organization
- Triaging and Surveillance of Level 1 Support
- Business Analysis for system relevant program errors
- Active Level 1 Support tasks
- Support with Training and Communications concepts

SYSTEMS SUPPORT ANALYST

F. HOFFMANN LA-ROCHE AG

DECEMBER 2017 – DECEMBER 2019

- Hypercare for an introduced IT System (Submission Expert)
 - Independent introduction into the System
 - User Support (in person, over phone and electronically)
 - Problem analysis in case of System failures
 - Tracking, Trending and Follow-Up on System failures including creation, measurement and reporting of specific KPI
 - Trend analysis for system user acceptance
 - Promotion of system and community management for the users
 - Representation of system during internal fair activities
 - One-on-one coaching for users
 - Creation and development of own role – the original role only contained the Hypercare portion
- UAT Coordination / partial Co-Lead
 - Coordination of UAT activities
 - Participation in UAT's
 - Deputized as Co-Lead during one Release
 - partial process consulting for the UAT-process
- Training, Development, OCM
 - Ambassadorship between Training, UAT-Participants, Users and Business Systems Group
 - Support with Training material conceptualization and build
 - Support with Training execution, Knowledge Management and OCM activities

CSV SUPPORT

SYNTHESE GMBH

MAY 2016 – MARCH 2017

- Review of System Test, User Acceptance Tests and Migration Test Scripts
- Tracking comments and feedback and ensuring the compliant execution of the scripts
- Review of System Tests and UAT for request-for-change-activities
- Revision, Build-up of Training Material and Training of new users
- Consulting for review and implementation of an automated approach to Testing
- Help on tracking reviewing activities
- Help on Reports and Protocols

HSE AUDIT CONSULTANT**NOVARTIS PHARMA AG****JUNE 2015 – OCTOBER 2016**

- CAPA management and maintenance
- Process management and revision for external auditing procedures
- Supervisory responsibility over a summer student position for a data entry project

JUNIOR CONSULTANT**ARCONDIS AG****FEB. 2015 – MAY 2015**

- build up of basic knowledge of processes in the consulting business environment
- development of skills in project management (PRINCE II)
- development of skills in organizational change management (Prosci OCM)
- concept development and partial integration for a burnout-prevention programme
- concept development for an organizational restructuring programme

HSE AUDIT SPECIALIST AND COMMUNICATIONS MANAGEMENT**NOVARTIS PHARMA AG****OCT. 2012 – SEPT. 2014**

- build of an HSE Auditing process for int. and ext. auditees
- analysis of current auditing reports
- CAPA management and maintenance
- consulting the selection process of a senior candidate
- consulting for the senior position in leadership and management techniques in distributed work environments
- conduction of job interviews and hosting of candidates
- consulting, design, build and maintenance of an internet based communications platform for internal and external customers

STAFFING COORDINATOR**NOVARTIS VACCINES & DIAGNOSTICS****OCT. 2007 – JAN. 2008**

- open and maintenance of open positions within the department
- administrative hosting of potential candidates
- on-boarding of new hires prior to start
- travel expenses management and process management
- other tasks such as moving organization

ASSISTANT HR/IT**NOVARTIS PHARMA AG****OCT. 2006 – OCT. 2007**

- coordination and cooperation with global HR Management Members
- management of access to the dept. specific SAP and Webportals for global clients
- responsible for data completeness and correctness
- monthly KPI reporting and Team Database Management

DATA ANALYST/ BACKOFFICE**DIE SCHWEIZERISCHE POST - POSTFINANCE****MAR. 2005 – OCT. 2006**

- Deputy teamleader and consultant to the teamleader (10 FTE Team)
- Consulting regarding daily business and process design
- Analysis of business client data and cleanse of address data

PROJECT ASSISTANT**SERIMO IMMOBILIENDIENSTE AG****NOV. 2001 – JULY 2002**

- assistant and trainee in real estate and assistant to the real-estate broker
- data analysis and cleansing

HIGHER EDUCATION

UNIVERSITY OF APPLIED SCIENCES NORTH-WESTERN SWITZERLAND FHNW
2008 - 2011
BACHELOR OF SCIENCE IN APPLIED PSYCHOLOGY (180 ECTS)
HANDELSCHULE KV BASEL
2006 - 2007
SACHBEARBEITER MARKETING UND VERKAUF HKV BASEL
KANTONALE HANDELSCHULE BASEL-STADT
1995 - 1999
DIPLOMA IN ECONOMICS INCLUDING BERUFSMATURA (EQ: VOCATIONAL SCHOOL DIPL.)

CERTIFICATES

DR BOCK COACHING ACADEMY
2019
CERTIFIED COACH IN POTENTIAL-FOCUSED COACHING
DR BOCK COACHING ACADEMY
2018
CERTIFIED MASTER BUSINESS COACH
DR BOCK COACHING ACADEMY
2017
CERTIFIED BUSINESS COACH
CSCI
2015
PROSCI CHANGE MANAGEMENT METHODOLOGY CERTIFICATE
APMG INTERNATIONAL
2015
PRINCE II – PROJECT MANAGEMENT METHODOLOGY FOUNDATION CERTIFICATE

KNOWLEDGE & SKILLS

LANGUAGES

German Mother tongue
English fluent in spoken and written
French basic school knowledge

IT

proficient in Microsoft Office 365
Microsoft Sharepoint
G-Suite
Lotus Notes
HP ALM
Submission Expert
SAP Module

DRIVERS LICENCE

swiss drivers licence