



RETO LANG

Senior Project Manager

Born 1969



SIDEKICK NETWORK
selected experts

- More than 20 years of experience in IT project management, consulting, ITIL service management and infrastructure architecture
- Experience in compliance and regulatory industries (GxP) within Pharma and Healthcare
- Excellently positioned in agile, hybrid, and traditional work
- Very strong in communication and coordination

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EDUCATION

1989 – 1992

Fachhochschule Nordwestschweiz, Basel (Switzerland)
Bachelor in Chemical Engineer

CERTIFICATION / FURTHER EDUCATION

2020	ServiceNow ITSM Implementation
2019	ServiceNow System Administrator
2019	ServiceNow Software Asset Management Fundamentals
2019	ServiceNow Fundamentals
2018	Professional Scrum Master (Digicomp, Zurich)
2014	Project Management Professional (PMP) Exam Prep (The Knowledge Academy, Zurich)
2011	ITIL v3 Expert (Digicomp, Zurich)

EXPERIENCE / BACKGROUND

Professional Experience	20+ years
Language	German (native) English (fluid)
Industries	Healthcare Pharma Insurance IT Telecom Industry
Methods & Management Skills	Project Management (Novartis ICE, PMP (PMI), Scrum, Hermes, Prince2) ITIL v3 Expert Compliance and regulatory industries (GxP) IT-Audits Business Process Management IT Architecture of Virtualization and Microsoft infrastructure technologies (business analysis, design and implementation) in large and complex environments Client / Server / Cloud Migration Projects



Technical Skills

ServiceNow ITOM & ITSM (CMDB, Discovery, SAM)
Microsoft Office 365 / Microsoft 365, incl. MS Teams
Microsoft SharePoint
MS Project



PROFESSIONAL EXPERIENCE

2020 – 2021

“Healthcare”, Autopilot

IT Project Manager

Responsibilities:

- From proof-of-concept to project request and final release, the development of a zero touch, cloud-based client device was developed with the goal to greatly reduce IT on-site personnel to provide client devices to employees

2019 –2020

“Healthcare”, Managed Workplace Strategy

IT Project Manager

Responsibilities:

- Coordination of internal and external experts in the field of Workplace Management, IT Managers and IT Procurement with the goal to define a Managed Workplace Strategy

2019 –2019

“Healthcare”, Software Asset Management

IT Project Manager

Responsibilities:

- ADDM decommissioning and use of ServiceNow Discovery and as the data provider for Software Asset Management

2019 –2019

“Healthcare”, Software Asset Management Proof-of-Concept

IT Project Manager

Responsibilities:

- A proof-of-concept conducted to analyse the technical and business impact of potential ADDM decommissioning and to use ServiceNow Discovery as the data provider for Software Asset Management

2019 –2019

“Healthcare”, Galileo Wave II/III

IT Project Manager

Responsibilities:

- Further enhance Service Now Discovery to update the CMDB with hardware asset management data on a global scale

2018 –2018

“Healthcare”, Galileo Wave I



IT Project Manager

Responsibilities:

- Implementing Service Now Discovery to update the CMDB with hardware asset management data on a global scale

2017 –2017

Novartis Pharma, Database Modernization Project

IT Project Manager

Responsibilities:

- Within the Application Portfolio Management team, the campaign Database Modernization initialized the communication to the application manager community. A SharePoint application was developed to track the responses and to provide reports to the management

2016

IT-Audit

Project Manager, Auditor

Responsibilities:

- Conducting 360° IT-Audits at different SME customers, including Risk and Security. Reporting on the customer's maturity level and identifying follow-up projects

2016 –2016

“Insurance”, IT-Strategy Development

Project Manager

Responsibilities:

- Leading the project to develop the IT-Strategy 2017-2021 together with the IT Manager

2016 –2016

“Insurance”, ITIL Process Implementation

ITIL Consultant, Project Manager

Responsibilities:

- Implementing ITIL Incident-, Problem- and Change Management processes. Training of process roles and implementation of process KPIs

2015 – 2015

“IT/Telecom”, PMO

Project Manager, Consultant



Responsibilities:

- Developing a PMO and implementation of a project methodology and processes. Tracking processes using KPIs

2015 – 2015

“IT/Telecom”, ITIL v3 Process Implementation

ITIL Consultant, Project Manager

Responsibilities:

- Implementing ITIL v3 Availability Management and Capacity Management processes. Training of process roles and implementation of process KPIs

2013 – 2014

Novartis/Pharma, Windows 8 and Office 2013 Project

Technical Project Manager, IT Architect

Responsibilities:

- Technical Project Lead of Office 2013 Architecture & Design. Creation of URS, FSDS, IQ, OQ, Operation Handbook documents

2010 – 2011

Novartis/Pharma, Client Migration Project

Technical Project Manager, IT Architect

Responsibilities:

- Design and Architecture of an Application Virtualization infrastructure that integrates with the existing NetInstall software distribution software and SCCM 2007R2
- Asasa
- asasasas

2009 – 2010

Novartis/Pharma, New Client Workplace Project

Project Manager

Responsibilities:

- Global Windows XP and Back-End migration project with > 60'000 clients. New client architecture based on Windows 7 and Microsoft BPOS components. Application Virtualization to be used for ~50% of all applications

2009 – 2009

Novartis/Pharma, User On-boarding and Good-by workflow system

Project Manager



Responsibilities:

- Implementation of a global request system for the on-boarding and good-by processes of users from offshore vendors based on .NET WF web application (incl. MS SQL database)

2006 – 2006

“Healthcare”, Argus Safety

Project Manager

Responsibilities:

- Integration of all bio-pharmaceutical drug data into one global Pharma repository based on Argus Safety

2005 – 2005

“Healthcare”, Global PC GRID

Project Manager

Responsibilities:

- Creation of a global PC GRID Computing infrastructure based on Linux Server infrastructure and about 80'000 grid enabled clients

2014 – 2015

“Industry”, Windows Server 2012 R2 Virtualization

Project Manager, IT Architect

Responsibilities:

- Project management and IT Architect of the migration project

2010 – 2013

Novartis Pharma, Office Application Deployment

Technical Project Manager, IT Architect

Responsibilities:

- Design, architecture and deployment of Office 2007, Office 2010, Office Language Packs and productivity applications
- Creation of all lifecycle documents (URS, FSIDS, IQ, OQ, PQ) of Office (2007, 2010).