

Michael André Grimm

passionate about
travel tech projects.



address

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Experience

Business Analyst, Strategic Marketing and Tech. Planning | global BCD Travel

04 | 09 – present day [Bremen, Germany]

Vital responsibility within this division.

In this position, as part of the global organization, I work closely with operational and functional business leadership, to assess new product & technology opportunities to support development of comprehensive, business-driven product plans incorporating new product development, product enhancements, assessments of current product performances and plans for next generation products

Solution Engineer, Emerging Technologies | global air & rail BCD Travel

08 | 05 – 03| 09 [Bremen, Germany]

Transitioned TQ3 Travel's "Content Distribution Platform" initiative to BCD Travel's ground-breaking project "the Source Platform", as key strategic Business Analyst & Project Manager (direct report to global CIO).

Took responsibilities in solving a wide range of difficult operational and IT problems, in innovative and practical ways, especially for "low cost / non-GDS airlines" and "rail consolidation".

Taking leadership role and responsibility for delivery of travel technology domains air and rail. This position demanded up to 50% of full time traveling and in global arena working remotely. (headquartered in Atlanta, GA - U.S.A)

Project Manager IT Portfolio Management EMEA BCD Travel (formerly TQ3 Travel Solutions)

05 | 04 – 07 | 05 [Bremen, Germany]

Responsible for several projects within the EMEA Region of [BCD Travel](#) organisation as

- Hotel database, Commission tracking system
- Management Reporting System
- content management, web hosting
- et al.

Each project included specification, design, construction, commissioning, project documentations and training.
Using cutting edge technologies as; GDS/CRS, .ASP, XML, Oracle, SPPS, my/SQL
Please contact me for more information.

Project Manager Media Technologies - TQ3 Travel Solutions (TBT Germany)

9 | 01 - 04 | 04 [TUI Business Travel - Bremen | TQ3 Travel Solutions Germany GmbH - Bremen, Germany]

Lead project driver on a unique and innovative, bespoke Intranet site as "TQ3.net " project (~€1m saving volume, 3500+ users) to enable staff of own customisable space on the intranet to store information and work knowledge. The project included specification, design, construction, commissioning and training. Presented concept and figures to EMEA board for decision and downstream reporting on a bi-monthly basis.

System spanned the impressive [TQ3 Germany GmbH](#) network infrastructure, spanning 3 EMEA countries. System linked into corporate CMS management systems using XML Web Service (and other) interfaces. Application included some cutting edge bespoke DHTML screens, i.e. to design process workflows and manage company organization. Built several applications interfacing with third-party software. Also provided general media technology consulting at expert network, content management issues in the TUI group.

- designing, developing and implementing an Intranet on a local level – settling a European standard
- responsible for development and implementation of technical platform (LDAP, Win, IIS, SQL Server, RPC over HTTP, DHTML and ASP with JavaScript)
- responsible for layouts, application and content screening, development, content co-ordination etc.
- contracting with hosting and software suppliers
- managing international workshops
- creating and leading through internal marketing and training activities
- auditing of web-applications
- designing new system components

Head of Sales, Product & Quality Management – The Flight Experts

9 | 98 - 8 | 01 [The Flight Experts Consolidator | Hapag-Lloyd Geschäftsreise GmbH - TUI Group, Wiesbaden & Osnabrück, Germany]

Ultimate responsibility within this medium sized department ([The Flight Experts](#)) with €200m TO for developing this new TUI Group brand and introducing it to the German market. Supervised the sales force team (5 members), IT staff (5+ members) and Operations team in Osnabrück (50+ members), Munich (8 members) for the functioning of each unit. Designed and marketed automation-driven systems (interfacing with all major GDS – Sabre, Amadeus, Galileo and Worldspan) to clients. Systems included Database (FoxPro), Online Booking Tool (Web Services DHTML, XML). Had full control of the department's significant annual budget, which included IT development, hardware and supplies. Presented profit and loss figures to the executive board on a monthly basis. Experience working under extreme pressure.

- shaping & positioning of products
- negotiations with suppliers and key accounts
 - o workflow optimization
 - o Increasing robotics of processes
 - o Online Booking Engine (OBE) development on Sabre, Amadeus and Worldspan
 - o building of interface to SAP
 - o settlement of a web-based internal communication tool (intranet) upon Lotus Notes R5
 - o web-based self-service functionalities

Built up of [Hapag-Lloyds](#) Consolidator (air travel broker) department with significant annual revenues (€50 m), which included

- developing and implementing new branch on German market with sales team
- acquisition and negotiations with new clients
- sales force activities
- account management
- development of complaint management
- Training of client's staff in their use

Product Manager Germany – Futuroscope | MdIF - France

3 | 97 – 8 | 98 [[Head Office Germany - Frankfurt/Main, Germany](#)]

Sales Promotion Manager at [Maison de la France](#) - Frankfurt/Main responsible for Travel & Purchase fairs. Elaborating promotion travel and public relations to French suppliers and German purchasing agents. Developing a profile database (travel relational).

Lead manager on a unique and innovative theme park [Futuroscope](#) in France to promote products on German market.

- development of sales strategy on german market
- negotiations with tour operators and packaging agencies
- pro-active account acquisition through sales force
- organizing attendance at all major german tourism and travel fairs
- composing the german catalogue (incl. translation from French to German)
- implementing direct marketing
- responsible for public and media relations

Office Manager, Nieder-Olmer Reisebüro

1 | 94 – 1 | 97 [[Nieder-Olm, Germany](#)]

Vital responsibility within this small sized company (local business) for the functioning of Office and staff (5+) including training and formation.

Travel Agent – leisure & business travel, Wagon-lits (CWT – Carlson Wagonlit)

6 | 92 – 9 | 93 [[Wiesbaden](#) | [Mainz, Germany](#)]

I worked full time for [Carlson Wagonlit Travel \(CWT\)](#), a world leader in business travel management, doing travel agent specific work for large multi-national accounts, taking thereafter a Supervisor role [Please ask about specifics in Interview].

Technical Competence

Travel | Technology Related Competencies

- Great general experience coverage across the **GDS domain** (Sabre, Amadeus, Galileo and Worldspan)
- Complete understanding regarding all aspects of a Travel Technology based infrastructure in a travel business environment (workflows and processes)
- Over 7 years of hands-on experience in CMS – Content Management Systems (especially for intranets) . Understanding of the major sticking points with these solutions, having used it in anger. Have trained departments and spoken at fair events on Content Management Systems. I have been playing with Typo3, Mambo/Joomla, Live-Link, Documentum, WSPS beta and Fiona (NPS) et al. for several travel areas. Knowledge of upcoming Windows Workflow Foundation Services
 - SharePoint Portal Server (SPS) 2003 expert
 - Corporate level “Active Directory”and LDAP network analysis, design and implementation and maintenance
- Extensive competence, all Microsoft “Line of Business” client software, i.e. Word, PowerPoint, Excel, Access, Project, InfoPath, Visio, etc. and server/db software as Exchange, Windows, SQL and mySQL, SQL, Oracle.

General Competencies

- Have played every role in the project and process life cycle i.e. analysis, design, development, management, implementation, support, maintain, improve
- DHTML Competence (DHTML as HTML, XHTML, XML (&related), CSS, JavaScript ...), screen-scraping
- Vast knowledge of travel technology standards (but with a helicopter view) with respect not only to individual technologies but more importantly the guiding principles and spirit behind them. Unlike many PM my priority is in the correct order i.e. Business objectives first, Standards thereafter
- Project Management software, for most projects nowadays using MS Project
- Methodologies: Working knowledge of Microsoft Project. Much knowledge attained on where and where not to use controls/systemisation in respect of team/project.
- All industry standard tools, i.e. Adobe; Photoshop, Illustrator, Premiere, Macromedia, Flash et al.
- Extensive documentation competence, NDoc , HtmlHelp etc.

Also: high-level PC hardware, Firewalls, Network Design et al.

Education

1988 - 1991	<u>Travel Industry Bachelor Degree</u> , IHK Wiesbaden Apprenticeship as travel agent - Mainz [tourist information] Wiesbaden - Wagons- lits Travel
1987 - 1988	Topeka High School Kansas, USA High School Diploma - exchange program AFS (American Field Service)
1986 - 1987	Staatliche Carl-Zuckmayer-Realschule in Nierstein Diploma
1976 - 1986	<u>European School</u> Woluwé St. Lambert in Brussels Deutsche Schule in Brussels
1991 - 1992	Military service in Villacoublay/Paris at the french airforce

about Michael André Grimm



- Many great achievements, and at least one significant failure
- Works best in a Project Lead role
- Experience of managing small teams of people (5+). Good at getting the most from people.
- Business mentality and a lot of real world experience to draw from
- Great communication skills and experience in portfolio- views
- Fluent in English, French, German and Finnish
- Highly competent problem solver, "Get it done" mentality
- Attended all major Project Management seminars, (PM Certified of [ProLog](#) | [GTPO](#)).
- D.I.S.C. profile | objective thinker
- Age | 40+