

Contact

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(LinkedIn)

Top Skills

IT Controls

Demand Management

Quality Control

Languages

English (Native or Bilingual)

Spanish (Native or Bilingual)

German (Native or Bilingual)

Italian (Elementary)

Chinese (Elementary)

Certifications

Mac Integration Basics 10.12

Certified Trainer: ServiceNow
Fundamentals

Robotic Process Automation - RPA
Overview

Supporting and Troubleshooting
Windows 10

OS X Server and Support Essentials
10.11 Combined (El Capitan 101 and
201)

Honors-Awards

Best of Sky Award "Outstanding
People"

Finalist of Sky Award 2018

Christian Piana

Senior IT Service Manager | Allianz SE
Germany

Summary

A Global Trailblazer with 18 years of dynamic career experience across diverse industries, having worked on multiple continents.

With over a decade dedicated to IT, I'm passionate about harnessing technology to drive innovation and elevate businesses.

A pragmatic and ambitious problem-solver at heart, I thrive on tackling complex challenges, relishing every opportunity to be pushed to my limits.

Customer-centricity is my guiding principle; I'm committed to exceeding expectations and delivering value.

I'm here to embrace challenges, expand my horizons, and foster meaningful connections. Let's explore new possibilities together!

Experience

Allianz

Senior IT Service Demand Manager

July 2021 - Present (4 years 9 months)

Munich, Bavaria, Germany

ServiceNow

Technical Trainer

January 2021 - June 2021 (6 months)

Munich, Bavaria, Germany

nuvolax

Solution Architect

October 2020 - December 2020 (3 months)

Munich, Bavaria, Germany

- Advise companies on their path to digital transformation with ServiceNow

- SPOC for Customers whenever established business processes need to be changed or automated
- Responsible for the functional and technical processing of the Implementation projects
- Customer consulting in the formulation of requirements and convert them into high level and low level specifications.
- Supported the development team in the implementation of requirements and acted as a moderator between all parties involved throughout the entire development process.
- Document the project process and carry out port mortems at the end of the project

Sky Deutschland GmbH

6 years 5 months

Senior IT Process Manager

January 2020 - September 2020 (9 months)

Munich, Bavaria, Germany

Team Lead for IT Service Request Management

July 2018 - January 2020 (1 year 7 months)

Munich Area, Germany

Manager for IT Service Request Management

July 2017 - July 2018 (1 year 1 month)

Munich Area, Germany

- Finalist for Sky Awards 2018 as part of a Project
- Create and implement a rollout management plan for Windows 10 (2018)
- Key role in migration of HEAT to ServiceNow, as well as re-defining processes, running UATs and implementing new ticketing system;
- Create and implement a streamlined IT Service Request management processes that provided overview of our assets.
- Identify, create and maintain the Asset Management Tool for Sky Deutschland
- Built an Access database with VBA as no tool was in place to manage warehouse stock levels
- Analyse, implement and maintain improvements for mobile billing management (Vodafone QuickChecker);
- Investigate, Implement and administer additional security and data usage features for our MDM (Wandera App);

- Undertook contract negotiations for the company's renewal of mobile framework agreement;
- Manage Printer solutions throughout Sky and carry out any technical changes and improvements;
- Ricoh Streamline NX
- Develop, Implement and maintain Zero-touch installation of Mac OS X Clients via Mac OS X Server
- Identify, develop and implement new processes that improve SD efficiency and Service delivery, best resolution of incidents, routing of tickets, overall SD performance;

Manager for IT Desktop Service

May 2014 - July 2017 (3 years 3 months)

Munich Area, Germany

- Best of Sky Awards Winner 2017

Category: "Outstanding People"

I was voted by my peers in UK, Italy and Germany as the Sky Group plc Employee of the Year 2017 for the outstanding work and contribution to the company in my role.

- Responsible and POC for Service Desk escalations, process implementation and training;
- Identify, develop and implement new processes that improve SD efficiency and Service delivery, best resolution of incidents, routing of tickets, overall SD performance;
- Build, Implement, and manage Mobile Device Management - MobileIron;
- Create & Manage Windows Phone rollout;
- Manage Printer solutions throughout Sky and carry out any technical changes and improvements;
- Ricoh Streamline NX
- Administer and support Video Conferencing System - Polycom;
- Develop, Implement and maintain Zero-touch installation of Mac OS X Clients via Mac OS X Server
- Create and implement a rollout management plan for Windows 7 and Windows 8.1 (2014)
- Management of the external service provider regarding any client related topics
- Creation, update and maintenance of client images (Win7, Win8.1)
- Software packaging and distribution (SCCM 2012)
- GPO management

- Patch management (WSUS)

Nanking Nation

Founder

July 2013 - August 2014 (1 year 2 months)

Nanjing, Jiangsu, China

Founded and ran NKN in July 2013 with the aim of bring expats in Nanjing closer together through events organised by the NKN Team, and by membership with the NKN Card. By the time I left to join my next endeavour, we had 400 NKN members.

Responsibilities included:

- Create and maintain website (HTML)
- Scouting and signing new venues to join the NKN Family;
- Design of all creative and promotional material;
- Distribution of advertising material through most popular social networks;
- Management of all NKN Event procurement and logistics;
- Content and design creation for NKN Weekly Newsletter.

The Bassment

General Manager

June 2012 - June 2013 (1 year 1 month)

Nanjing, Jiangsu, China

- Create and develop growth plans based on KPIs and cost drivers;
- Develop and control data logs on inventory stock and purchase orders;
- Develop and direct short and long term business development strategies based on identified Key Focus Areas Quarterly/Annually;
- Maintain and monitor staff, Knowledge-Skills-Attributes (KSA), expectations and motivation to align with organizational requisites ;
- Oversee the use of resources to maximize productivity;

Nanjing Foreign Language School

Senior Foreign Teacher & Liaison Officer

August 2009 - July 2012 (3 years)

Nanjing, China

- Responsible for the creation and implementation of new annual curriculum for the Foreign Program;
- Oversight and re-alignment of curriculum for students' and teachers' needs;
- Evaluate and guide new foreign teachers and classes;
- Weekly teachers meeting;

- Create and conduct quarterly teacher performance appraisals;
- Monthly meetings with faculty Principal and Dean to review curriculum development, student performance, and develop strategic action plans.

MSC Mediterranean Shipping Company

MSC Strategic Analyst for Imports and Exports

August 2007 - July 2009 (2 years)

Greater Buenos Aires, Argentina

- Create and assess all local and market data using excel macros and pivot tables;
- Analysis of local and market Imports to Argentina;
- Identification of cost drivers and performance indices based on cargo data obtained from international ports;
- Management of Intranet Database.

iris Worldwide (formerly Pepper GmbH)

Account Executive in Communication Service in PSG for Hewlett-Packard

June 2005 - July 2006 (1 year 2 months)

Munich Area, Germany

- Worked in the account team for Hewlett Packard's Personal Systems Group (PSG);
- Responsible for the project management of client marketing and communication activities;
- Plan, coordinate and create Bi-weekly newsletter;
- Develop agendas and schedule team meetings.

Education

University of Bath

Bachelor of Science (B.Sc.), International Management & Modern Languages (German) · (2003 - 2007)

Vienna International School

International Baccalaureate · (1989 - 2003)