




STEFANIE SCHROECK


IT CONSULTANT

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Leipziger Platz 12, 10117 Berlin 

EDUCATION

Master of Science

Computer Science
Technische Universität Berlin
10/2016 – 04/2019

Semester abroad

Shanghai University
02/2017 – 05/2017

Bachelor of Science

Mathematics
Beuth Hochschule
10/2011 – 03/2015

Semester abroad

University of Hartford
09/2013 – 01/2014

PROFILE

"Ambitious and experienced IT Consultant with degrees in Mathematics and Computer Science who supports her clients in digital transformation. My goal is to produce positive and efficient results to ensure maximum customer satisfaction using latest trends and technologies."

IT - SKILLS

Jira/Confluence	<div><div></div></div>	95
Miro	<div><div></div></div>	90
UML	<div><div></div></div>	95
BPMN 2.0	<div><div></div></div>	95
Python / Analytics	<div><div></div></div>	85
Enterprise Architect	<div><div></div></div>	90
Signavio	<div><div></div></div>	90
Git	<div><div></div></div>	80
Bitbucket	<div><div></div></div>	80
AWS	<div><div></div></div>	80
SQL	<div><div></div></div>	90
Scala	<div><div></div></div>	90
R	<div><div></div></div>	80
Mathematica	<div><div></div></div>	90

LANGUAGE - SKILLS

German (native)	<div><div></div></div>	100
English (fluent)	<div><div></div></div>	90
Chinese	<div><div></div></div>	80

CERTIFICATIONS

ISO/IEC 27001 Foundation by APMG International 2023

PROJECTS

Senior IT Business Analyst

Transmission System Operator (TSO) - Energy company, Berlin | since 08/2022 - now | more than 2 years

Digital transformation of an energy transmission system operator

The project is about modernization of the approach to asset management using modern software and processes for improving maintenance cycles and reducing faulty components. Overall, the new software leads to improved power network and stability in the energy supply for households and industry.

- **Project Management:** Planning of releases and their scopes
- Stakeholder identification and management
- **Analysis of as-is processes** in cooperation with stakeholders using BPMN
- **Improvement of business processes:** Understand perspectives of stakeholders and identification where the tool brings benefit in the process
- **Requirements Engineering:** Extensive workshops with stakeholders to gather the requirements using Miro and Jira and prioritize them
- Product Owner Tasks: User Story and Epic definition
- Moderation of requirements and escalation workshops
- **Data Analysis:** identify, evaluate and prioritize data
- Monitoring of data quality using SAP PM
- **Risk Management:** Established a comprehensive risk management framework in asset management, enabling informed decision-making on whether assets require maintenance or replacement based on a detailed risk assessment
- **Testing:** Creation of test scenarios, Work on System Integration and User Acceptance Tests

Tools: Jira, Confluence, BPMN 2.0, Teamhood, Office365, Sparx Enterprise Architect, Camunda, Miro, SAP PM

Product Owner and Senior IT Business Analyst

Deutsche Kreditbank (DKB), Berlin | 04/2022 – 08/2022 | 1.5 years

Led a strategic IT transformation initiative aimed at implementing a state-of-the-art customer contact center and migrating to a cloud-based data warehouse. Spearheaded cross-functional teams of over 20 professionals, meticulously defining and managing requirements to ensure alignment with organizational goals and timely project execution.

Key accomplishments include: Management of an international business and development team of more than 20 people in a strategic IT transformation project

- Management of internal and external developers
- Communication with stakeholders including executive directors and board
- Stakeholder identification and management
- **Analysis of as-is processes** in cooperation with stakeholders using BPMN
- **Analysis of as-is data and modelling of future data structure** in cooperation with stakeholders using ER diagrams and UML
- **Improvement of business processes:** Understand perspectives of stakeholders and identification where the tool brings benefit in the process
- **Requirements Engineering:** Extensive workshops with stakeholders to gather the requirements and to create mock-ups using Miro and Jira
- Creation of product Backlog items → prioritization and management of user stories
- Development and optimization of business processes for new Customer Contact Software
- Development of technical concepts and alignment with stakeholders
- **Management of testing process:** test plans, test cases, user acceptance tests

Tools: Jira, Confluence, BPMN 2.0, UML, Office365, Swagger, Miro, AWS, Microsoft SQL Server

IT Business Analyst

Car Park Company, Berlin | 10/2020 – 03/2021 | 6 months

Served as a catalyst in propelling a leading car park management company through a seminal digital transformation journey, markedly modernizing operational frameworks and elevating customer engagement. Established a close liaison with key stakeholders to unravel business requisites and morph them into actionable IT strategies. Pivotal contributions encompass:

- Orchestrated high-level design workshops with top-tier management, unearthing pivotal corporate sectors ripe for enhancement and steering strategic decision-making.
- Executed precise BPMN process modeling utilizing Signavio, aiding in the visualization, communication, and optimization of business processes, which in turn fostered a culture of continuous improvement.
- Employed Enterprise Architect for UML modeling, crafting clear and concise system specifications that served as a bedrock for the development and implementation of robust IT solutions.
- Facilitated the seamless convergence of business objectives with technical capabilities, ensuring the delivery of solutions that bolstered operational efficiency and propelled customer satisfaction metrics.

Tools: Jira, Office365, Miro, BPMN 2.0, Enterprise Architect, Signavio

IT Business Analyst

Public Authority, Berlin | 10/2020 – 03/2021 | 6 months

Instrumental in the digital transformation of requirements management and orchestration of a robust release management process for a complex IT system within a public authority. Delivered critical insights and technical expertise that significantly streamlined operations and improved system reliability. Key contributions include:

- Conceptualized and implemented a comprehensive **release management process**, ensuring timely and coordinated delivery of system enhancements with zero downtime.
- Mastered **requirements engineering techniques** to capture, analyze, and document system requirements, ensuring all **stakeholder needs** were accurately represented and addressed.
- **Created and maintained comprehensive API documentation**, which served as a valuable reference for developers and stakeholders, enhancing overall productivity and system understanding.
- Moderated **interactive workshops** with (internal and external) technical and non-technical stakeholders, fostering collaborative problem-solving, and ensuring alignment with project objectives and

Tools: Jira, Office365, Miro, BPMN 2.0, Enterprise Architect

Data Scientist and management advisor for a major German airline

German Airline, Frankfurt | 2019 - 2020 | 1 year

Revolutionizing Customer Loyalty Program through Advanced Data Analytics

- **Innovative Program Development:** Spearheaded the design of a cutting-edge customer loyalty program using simulations in Mathematica and Python. Focused on integrating dynamic customer engagement strategies with reward optimization.
 - **Advanced Data Modeling and Simulation:** Expertly simulated complex scenarios using Mathematica to guide executive decisions. Employed sophisticated machine learning algorithms to analyze gigabytes of nuanced flight and customer data, providing actionable insights.
 - **Strategic Decision Support:** Played a pivotal role in steering management strategies. Offered data-driven counsel on refining the airline's mileage program, successfully balancing customer retention with program efficacy.
 - **Technical Mastery and Collaboration:** Utilized a suite of tools including Miro, Python, Mathematica, Jupyter, and Bitbucket. Excelled in cross-functional collaboration, ensuring seamless integration of technological solutions with business objectives.
 - **Impact:** Instrumental in the program's overhaul, resulting in enhanced customer satisfaction and loyalty, alongside an increase in program enrollment and retention rates.
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Data Scientist/ Analyst

Toll Collect, Berlin | 09/2017 – 02/2019 | 16 months

Analysis and administration of toll data

- Analysis and administration of toll data in SQL, Python and SparkSQL
- Implementation and development of data mining methods in R
- Operational validation of clustering method

Tools: Python, R, Apache Zeppelin