

# Erich Neumayer


IT Professional



## Profile

My +23 years career has led me to specialize increasingly in the management and development of complex IT systems. Leading projects in all phases on diverse technology and staffs in operations, support and development teams. I am expert at analytical processing and I possess clarity in communication and work well in one-on-one situations.

My strong passion for the IT security field has played a key role in many projects. In my current position as Head of IT, the focus is shifting to business aspects, but I still enjoy a hands-on mentality on technical challenges. Having spent 5 years abroad fueled my international background and interests in other cultures.

 Hebragasse, 5/36  
1090 Wien, Austria

 +43 676 6956237

 [rbi@erichneumayer.at](mailto:rbi@erichneumayer.at)

 <https://erichneumayer.at/rbi>

## Languages

German *Native speaker*

English *Highly proficient*

## Employment History

### Head of IT & Service at Repa Copy Franchise Lizenzverwaltungsgmbh&CoKG, Vienna

March 2005 — Present

- Ran IT infrastructure to handle 300k customers with up to 900k point-of-sale business transactions per annum in 35 locations. Yearly turnover peaking at 10 million euro. Led a team of 7 people to run IT service and support and directed the in-house developments on strategic goals and short-term objectives.
- Architected and established a centralized contactless payment system (neoone.pay) for all franchise shops. Thus, reducing the amount of point-of-sale micro-transactions by 80% and getting the employee workload for payment handlings down to 30%. This was leading to a distribution of 485k customers with RFID keys in the customer loyalty program in Austria, totalling more than 6.1 million euros of serviced transactions in its lifecycle.
- Created and implemented a fully digital workflow for incoming and outgoing invoice processing, accounting and invoice payment including financial reporting. Fully automated integration to existing BMD/NTCS accounting system and UniCredit BusinessLine SEPA Payment solution.
- Introduced agile methods in the team and applied agile methodologies in non-IT projects. Supported those processes with Atlassian Software tools.
- Established a digital signage point of sale network within the franchise system with over 50 screens. Based on Rasperry Pi ScreenlyOSE with central content management distribution and scheduling. Local media storage allows the solution to display marketing content independently of connectivity to the management system.

### Senior Consultant at Computer Associates, Vienna

December 2002 — March 2005

- Presales consulting activities for Security Management solutions, covering products within Identity Management, Access Management and Threat Management areas. Implementation of solutions in Trial-environments and "Proof of concept" design, training customers and partners on eTrust Security Solutions.
- Running security seminars, lecturing security lessons on Donau-University and Speaker on security conferences.
- Demonstrating products to technical and non-technical audiences, at executive and/or technical levels, and at pre- and post-sales meetings
- Preparing and presenting technical proposals
- Collaborating with sales representatives to ensure all aspects of the sale are aligned
- Identifying market and product requirements based on field experience and customer input

## **Security Consultant at HiSolutions AG, Berlin**

May 2001 — December 2002

- Providing security consulting in financial institutions and companies in the telecoms industry, running security audits and penetration tests and providing support and technical consulting during firewall, router and content-security system installations.
- Successfully finished tasks within several projects including technical consulting during design, pilotphase and implementation of a public key infrastructure project within a german bank
- Writing a study on configuring and running a browser securely in a banking environment
- Developing a paper on running an Intrusion Detection System within an online bank and creating checklists on hardening operating systems.

## **Security Administrator at NEC Europe Ltd., London**

July 2000 — May 2001

- Developing a PKI Security solution with SmartCard authentication and Digital Certificates based on Directory Servers (Netscape, Novell and Lotus Domino running on SUN Solaris, Windows NT, Windows 2000 and Novell Netware) with LDAP and RADIUS Server and implementing the security solution with Microsoft IIS, Apache, Domino Webservers and integration into Checkpoint Firewall-1/VPN-1 with SecuRemote.
- Responsible for installation and maintenance of Firewalls (Checkpoint), Proxy-Server, Mail and DNS Server, Socks-Server and News-Server for european subsidiaries based on either SUN Solaris or Linux. Troubleshooting as well as basic configuration of CISCO Routers (RIP / EIGRP) with leased line, frame relay and ISDN links. Running the maintenance and monitoring tools like Netsaint, MRTG and HP Openview for WAN connections to over 40 european offices and maintaining the central network backup solution.

## **Network Administrator at National Magazines Ltd., London**

January 1999 — July 2000

- Providing efficient and proactive support to all networked users within the organisation including Windows NT, Novell Netware, SUN Solaris, AS/400 and MacOS systems. Responsible for Internet connectivity, DHCP setup, Proxy-Server, Caching system and the Firewall solution within the LAN and a WAN Link. Administration and maintenance of the internal mail system and the SMTP Internet Gateway.
- Investigating in Intranet solutions and integration into existing software bundles with Oracle/Sybase/ODBC backend databases.  
Maintenance, support and administration of Users, Printers and network resources.

## **Help Desk Agent at Apple / ICL Sorbus, London**

April 1998 — December 1998

- Dealersupport for Apple Authorised Service Providers, Distributors and Apple points. Support for AppleShareIP File & Printservices as well as Web- and FTPServer. Experience in Crossplatform connectivity environments to Windows and UNIX hosts. Hardwaresupport for Macintosh computers, displays and printers, PDAs and Macintosh Server Solutions.
- Enduser support for Apple Macintosh systems. Up & Running softwaresupport for MacOS 7 / 8 / 8.1 / 8.5, AppleTelecom and Claris Products. Up & Running support for Apple computers, monitors and printers.

## **IT Operator at Repa Copy Reprografie, Vienna**

June 1995 — April 1998

- Supervised Novell Netware Servers in Multiserver Environments. Managed computer and operating systems integration. Installed Novell Netware 3.12 / 4.10 / 4.11 on Compaq Servers with Hardware RAID systems, configured WAN Routers and ISDN Dial-Up connections. Implemented MS-DOS, Windows95 and Windows-NT 4.0 Workstation. Maintained and supported MacOS 7.5 / 8.0 Clients, Irix based Silicon Graphics RIP's and WindowsNT Server based ColorPass RIP's.
- Responsible for Data Backups via Cheyenne ArcServe and RemoteAccess controlling of Clients via PC Anywhere.

## Education

**HTBLA Higher Technical School for control engineering, Hollabrunn**

1989 — 1994

## Certifications

**Agile Scrum Master Certification, EXIN**

November 2019

**Agile Scrum Foundation Certification, EXIN**

October 2018

**Certified Information Systems Security Professional CISSP, (ISC)<sup>2</sup>**

2003 — 2009

**ITIL Foundation Certification**

2002

## Skills

### Technical Skills

- Profound know-how in Linux and Windows System Administration
- Experienced in VMware vSphere ESXi, DevOps and Docker Container Systems
- Managing Cloud Services on DigitalOcean Platform
- Fundamental knowledge in Cryptographic and Firewall technology as well as Public Key Infrastructure (PKI)
- Profound database knowledge with PervasiveSQL, PostgreSQL, MongoDB and MySQL
- Working experience with Shell scripting, Bash, PHP, Python, PowerShell, VBA and Perl
- Substantial expertise in TCP/IP routing and configuring CISCO routers and OpenWRT Systems
- Excellent skills in administering common internet services and applications
- Good knowledge of networking hardware, Gateways, Hubs and Switches
- Extensive experience with Microsoft Office




























### Soft Skills

During my career I adopted a structured and independent way of working. I acquired the necessary skills for clear communication and conflict resolution, a confident appearance and the strength in operational implementation. My development is characterised by distinct corporate thinking, an uncompromising result-orientation, high personal integrity and the intention to take on responsibility for the realisation and the success of aimed objectives.

# Technology Stack





## Applications and Data

Application and Data

 Vue.js Javascript MVC Fra...	 jQuery Javascript UI Libraries	 JavaScript Languages	 PHP Languages
 Python Languages	 HTML5 Languages	 MySQL Databases	 PostgreSQL Databases
 Ubuntu Operating Systems	 MongoDB Databases	 DigitalOcean Cloud Hosting	 Microsoft SQL Server Databases
 Debian Operating Systems	 Memcached Databases	 Bootstrap Front-End Framewo...	 D3.js Charting Libraries
 Nginx Web Servers	 Raspbian Operating Systems	 Linux Operating Systems	 Apache HTTP Server Web Servers
 Windows Operating Systems	 CSS 3 Languages	 CentOS Operating Systems	 Apache Tomcat Web Servers
 Microsoft IIS Web Servers	 Laravel Frameworks (Full St...	 Redis In-Memory Databas...	











## Utilities

Utilities

 Google Analytics General Analytics	 Google Drive File Storage	 Dropbox File Storage	 Twilio Voice and SMS
--	---	--	--








## DevOps

DevOps

 Sublime Text Text Editor	 Vim Text Editor	 Docker Virtual Machine Plat...	 Visual Studio Code Text Editor
 Docker Compose Container Tools	 Nagios Monitoring Tools	 VMware vSphere Virtualization Platfo...	 Cacti Monitoring Tools
 VirtualBox Virtualization Platfo...	 Kubernetes Container Tools		

## Business Tools

Business Tools

 WordPress Self-Hosted Bloggin...	 Trello Project Management	 Jira Issue Tracking	 Font Awesome Fonts
 Confluence Project Management	 Zulip Group Chat & Notifl...	 Gmail Email Services	