

Denis Hierholzer

Reference Letter



Denis Hierholzer was employed at 360i from December 3rd, 2012 through March 31st, 2014. During this period Denis was part of an IT infrastructure team of 5, and a department of 15. The team supported several operating companies that were part of the Dentsu Network of agencies. Denis's formal employment spanned both Dentsu Network and 360i but the services provided and working environment were continuous throughout his employment.

Denis was hired as a system administrator and quickly distinguished himself by resolving persistent server and workstation management gaps involving WSUS, SCCM, and McAfee MOVE. Previous to Denis's arrival there was no technician who was able to solve these problems. Denis quickly mastered the complexities of our environment, including AD; Exchange; SQL Server clustering; Windows and Linux server management; and datacenter operations. Due to his expertise numerous improvements were made. He brought many problems to my attention of which I had not previously been aware, and this was a common pattern I found working with him. His thoroughness and precision exceeded all expectations. It was clear very quickly that he was capable of being the lead engineer, and was able to independently move from IT challenge, to selection of the appropriate solution, to successful rollout. This is a rare and important skill.

Over time Denis also made great improvements in our corporate applications. Our development teams relied heavily on a complex implementation of Atlassian's Jira, and Denis was able to collaborate with a demanding and knowledgeable user base, quickly gaining their confidence and making major improvements in stability and service. The culmination of Denis's work was in business automation. Thanks to Denis's mastery of Powershell, distributed application management, new hire and termination process, AD management and other processes were automated. The entire IT department benefited from his efforts with improved efficiency and accuracy. This translated directly to better service for the entire organization. The team came to look up to Denis, not only for technical expertise, but also as a role model whose work habits were worthy of emulation.

Denis also produced prodigious documentation. For every application or system he touched, he left detailed documentation which enabled other members of the team to be more productive. I feel much more confident in the transition after Denis departs thanks to this documentation he produced, something that stands out amongst the system administrators I have managed.

Denis is resigning from our company to return to his native Germany. He leaves behind an organization greatly improved thanks to his hard work. It has been my privilege to have had him on my team. He has presented no management challenges and was always available when needed. I would wholeheartedly recommend Denis for any IT position, especially one where technical leadership and systems engineering is required.

Andrew Sternick
Manager, IT Infrastructure Operations, 360i

A handwritten signature in black ink, appearing to read 'Andrew Sternick', written over a horizontal line.