RESUME

Denis Hierholzer

IT Systems Engineer · AI · Network · Security · Windows & Linux Servers

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Profile

Since 2007 I have worked as a Systems Engineer, focusing on Windows servers, Active Directory, backup, virtualization, patch management and monitoring. I also work with Linux servers, develop small applications and plugins (Python, C#, Java) and love automating tasks with scripting (PowerShell, Bash, Batch, VBS).

For some time now I have been working with AI, both cloud-based and local, for coding, retrieval-augmented generation (RAG), agents and more. I write detailed technical documentation for administrators and end users.

Continuing education matters to me, which is why I regularly earn certifications and attend IT courses. I am proactive, punctual and highly organized. In my spare time I extend my own IT lab and explore new applications and services.

Experience

Mar 2021 – Present
5 yrs 9 mos

IT Infrastructure Engineer

Cilag AG – a Johnson & Johnson company · Schaffhausen, Switzerland

Engineering and administration of the entire Schaffhausen OT infrastructure (LAN, firewalls, Linux and Windows servers, SAN).

- Active Directory
- Application streaming
- Artificial Intelligence (AI)
- Backup and archiving
- Cisco ACI, classic routing and switching
- Scripting (PowerShell and others)
- Application development (Python)
- Virtualization
- OT cyber security (micro-segmentation, vulnerability management)

Projects & accomplishments (2)

- **Introduction of Cisco ACI.** Replaced the Cisco SG500 core with an ACI spine/leaf fabric and introduced a new security zoning concept.
- **Introduction of Veritas NetBackup.** NetBackup 9.1 on Red Hat 8.5 with a Dell ML3 tape library, iSCSI SAN, deduplication and tape encryption.

Jun 2020 – Feb 2021
9 mos

IT Systems Engineer

Syntegon Technology Services AG · Beringen, Switzerland

Engineering and coordination of multiple infrastructure projects with a focus on networking (WAN, LAN, WLAN, DMZ, firewalls) and automation with PowerShell.

Jun 2014 – May 2020
6 yrs

Lead Network and Security

Schroder & Co Bank AG · Zurich, Switzerland

Previously: Infrastructure Analyst / Systems Engineer (2014-06 – 2019-02)

IT Operations department.

- Administration and installation of Windows, Solaris, network and security systems
- Operation of the T24 core banking application
- VMware infrastructure including automated failover
- System Center (SCCM, SCOM)
- Security systems (DRM, DLP, Palo Alto and Check Point firewalls, privileged access management)
- Process automation with PowerShell, e.g. a user account lifecycle tool

Projects & accomplishments (7)

- **Automated disaster recovery.** Automatic failover of the virtual infrastructure to the DR site.
- **Firewall migration.** Migrated proxy rules from Blue Coat ProxySG 600-20 to Palo Alto 5020 with Panorama and reduced the rule base by more than 50%.
- **User lifecycle automation.** Modular PowerShell automation for user termination with HR/AD synchronisation and password-expiry notifications.
- **Data classification and encryption.** AD RMS-based file classification and encryption (IQProtector) to meet FINMA requirements.
- **AppLocker rollout.** AppLocker rollout with a self-developed GUI tool "AppLocker Mgmt Pro" that writes events to SQL Server.
- **PowerShell tooling.** About ten tools, including a GUI for folder permissions, weekend wake/shutdown, RSA token provisioning, an Outlook button for SCSM tickets and the help desk tool "TSTool3".
- **Infrastructure modernisation.** Migrated VBS logon scripts to group policies and DHCP to Windows Server 2012 R2.

Dec 2012 – Mar 2014
1 yr 4 mos

Senior Systems Administrator / Systems Engineer

Dentsu Holdings USA / 360i · New York City, USA

Corporate IT managing about 10 branches and more than 300 servers worldwide in a mixed Windows/Linux environment.

- Windows and Linux servers, VMware vSphere, Active Directory
- SCCM, WSUS, McAfee ePO
- Redmine, Atlassian Jira and Confluence
- EMC NetWorker, Microsoft Exchange
- Microsoft SQL Server including clustering, Apache Subversion including replication
- Several PowerShell and VBS applications

Projects & accomplishments (4)

- **Active Directory maintenance framework.** Modular framework with more than 1,500 lines of code.
- **Client management at scale.** SCCM 2012 for 800+ workstations; WSUS for about 150 servers and 900+ workstations at 10 sites.
- **BitLocker.** Disk encryption managed with SCCM, TPM and Active Directory.
- **More.** Introduced Redmine, SQL Server failover cluster, McAfee anti-virus infrastructure, server inventory application, WordPress and SilverStripe site migration.

Jan 2011 – Oct 2012
1 yr 10 mos

IT Officer

Bomatec AG · Höri, Switzerland

Responsible for all IT including project management.

- Network services, help desk, newsletter operations
- Windows 7 clients, Windows Server 2008 R2
- Exchange 2010, Lync 2010, SQL Server
- SAN, backup and ERP systems

Projects & accomplishments (3)

- **Windows 7 migration.** Migration to Windows 7 64-bit with SCCM.
- **Backup concept.** Grandfather-father-son backup with Symantec Backup Exec 2012 and an HP tape autoloader.
- **More.** Wi-Fi improvements and a new newsletter process.

Sep 2007 – Dec 2010
3 yrs 4 mos

Systems Administrator / Systems Engineer

Bucher Hydraulics · Klettgau, Germany

Central IT managing 16 branches and about 100 servers worldwide.

- Entire Lotus Notes / Domino infrastructure including the migration from version 7 to 8
- Development and improvement of Notes applications

Projects & accomplishments (1)

- **Infrastructure projects.** Corporate mobile device concept, P2V server migrations, video conferencing, Trend Micro anti-virus, WSUS patch management and an AD migration after a takeover.

Before graduation

Mar 2007 – Aug 2007
6 mos

Web Developer (Diploma Thesis)
eschbach IT GmbH · Bad Säckingen, Germany

Diploma thesis "Conception and implementation of a Rich Internet Application based on an existing intranet application" (PHP, AJAX), the basis of today's Shiftconnector.

Mar 2006 – Aug 2006
6 mos

Systems Administrator (Student Apprentice)
Micronas GmbH · Freiburg, Germany

Network administration, second-level support, server administration, scripting.

Sep 2004 – Feb 2005
6 mos

Systems Administrator and First-Level Support (Student Apprentice)
Harman/Becker Automotive Systems GmbH · Stuttgart area, Germany

Network administration, first-level support, application development.

Aug 2002 – Sep 2002
2 mos

Database Developer (Freelance)
Textilbüro Weissenberger GmbH · Klettgau, Germany

Microsoft Access database for order processing.

Volunteer work

Jan 2002 – Jul 2020
18 yrs 7 mos

Volunteer Systems & Web Administrator
Gemeindebücherei Klettgau (public library) · Klettgau, Germany

User support, system administration (Windows Small Business Server 2003, Exchange, library software), and development of the public website. Officially honoured for volunteer work in January 2017.

Education

2003 – 2007

Diplom-Informatiker (FH)
Hochschule Furtwangen University

BSc equivalent · Computer Networking · Grade 1.8 (A-)

2000 – 2003

Abitur
Gewerbliche Schulen Waldshut – Technical High School (Information Technology)

German university entrance qualification · Information technology · Grade 1.9 (A-)

Certifications

Nov 2026

Claude Code Masterclass

Nov 2025

CISSP – Certified Information Systems Security Professional

ISC2

ID 3138351

May 2024

Fitness Trainer B-License

Jul 2019

Cisco Certified Specialist – Enterprise Core

Cisco · Passed CCNP SWITCH (300-115) and CCNP ROUTE (300-101)

Nov 2018

LPIC-1 Linux Administrator

Linux Professional Institute

Aug 2018

Check Point Certified Security Administrator (CCSA) R80

Check Point

Feb 2017

Palo Alto Networks Accredited Configuration Engineer (ACE) PAN-OS 7.0

Palo Alto Networks

Nov 2016

Cisco Certified Network Associate Security (CCNA Security)

Cisco · Exam 210-260, NSA CNSS 4011 recognition

Apr 2016

Certified Ethical Hacker (CEH v9)

EC-Council · Recertified, valid until April 2028

Nov 2015

Oracle Certified Associate, Oracle Solaris 11 System Administrator

Oracle

Jan 2015

Intensive Course Banking Fundamentals

Fachschule für Bankwirtschaft

Dec 2013

Cisco Certified Network Associate Routing & Switching (CCNA R&S)

Cisco

Nov 2013

Cisco Certified Entry Networking Technician (CCENT)

Cisco

Nov 2013

VMware Certified Associate – Data Center Virtualization (VCA-DCV)

VMware

May 2012

Microsoft Certified Solutions Associate – Windows Server 2008 (MCSA)

Microsoft

May 2012

Microsoft Certified IT Professional – Server Administrator (MCITP:SA)

Microsoft

Aug 2010

IBM Certified System Administrator – Lotus Notes and Domino 8.5

IBM

Dec 2009

Cambridge Certificate in Advanced English (C1)

University of Cambridge

Oct 2009

IBM Certified System Administrator – Lotus Notes and Domino 8.0

IBM

Sep 2008

Certified Data Protection Officer (IHK)

IHK

Independent coursework

Oct 2024	Proxmox VE Installation and Administration & Proxmox VE Advanced
Nov 2021	Red Hat Ansible for Network Automation (DO457)
Nov 2021	First Aid Training for Company First Responders
Jan 2020	Check Point Certified Security Expert R80.20 (CCSE)
Jan 2020	immocation Masterclass – Building Wealth with Real Estate
Sep 2019	Management Essentials Training (coaching, change and performance management)
Jun 2019	Cisco Implementing Cisco IP Routing (ROUTE 1.0)
Mar 2019	Cisco Implementing Cisco IP Switched Networks (SWITCH 2.0)
May 2018	Check Point Cyber Security Administrator R80.10
Nov 2017	Tanium 7 Foundation, Operations & IR Deep Dive
Feb 2017	Palo Alto Networks Firewall: Install, Configure, and Manage (EDU-201)
Jan 2014	PowerShell for the IT Administrator, Part 2 (Microsoft WorkshopPLUS)
Jul 2013	PowerShell for the IT Administrator, Part 1 (Microsoft WorkshopPLUS)
Mar 2013	Microsoft SQL Server 2008 Administration
Jun 2011	Planning, Deploying and Managing Microsoft SCCM 2007 (MOC 6451)
May 2011	OpaccOne for System Administrators (ERP)
Apr 2011	Microsoft Office 2010

Languages & commitment

German	Native speaker
Swiss German	Native speaker

2013 – 2014	Organizer, New York City German Culture Meetup Group
2005 – 2006	Student President, IT Faculty, Hochschule Furtwangen University

English	Full professional proficiency (C1)
French	Basic knowledge

Preferred work location

Within a radius of about 50 km around Klettgau, Germany, including Schaffhausen, Zurich and Winterthur.

Reference letters are available on request.