

PIA HARTWICH

IT SOLUTION ARCHITECT / IT CONSULTANT



CONTACT



[REDACTED]



[REDACTED]



[REDACTED]



<https://linkedin.com/in/pia-hartwich/>

LANGUAGES

- German (Native)
- English (Fluent)
- French (Basic)

PERSONAL SKILLS

- Tailored Communication
- Self Organisation
- Proactive Thinking
- Improvement Seeking
- Structured Methods
- Individual Trainings
- Strategic Thinking
- Analytical Understanding
- Collaborative Working
- Mentoring



SUMMARY

Experienced IT Consultant and Solution Architect at ALDI DX, specialized in the development and implementation of infrastructure solutions. Expertise in translating business requirements into technical implementations and closely collaborating with international teams. Experience in introducing ITSCM and the development of automated workflows, as well as standard service requests. With a Master's degree in Computer Science and more than five years of experience designing IT infrastructure solutions for the well-known retailer ALDI SÜD, I bring deep expertise and an analytical approach to every project phase.



WORK EXPERIENCE

ALDI International Service SE & Co. oHG

11/2023 - Present

IT Consultant

Infrastructure Solution Architect

- Building the bridge between the customer and the IT infrastructure by translating business into technical requirements
- Developing a suitable solution concept in collaboration with expert teams, following security and architecture standards
- Coordinating external service providers and internal teams for the solution deployment and providing hyper care for the implemented solution
- Introducing a solution concept guideline for the whole IT infrastructure
- Developing an automation to set up a Solution Design Workshop using Power Automate

International Business Partner for national departments

- Proactive requirements engineering by collaborating with other national IT and Business Units
- Establishing company-wide guidelines for Infrastructure Solution Architects
- Mentoring the national departments in the creation of solution concepts

IT Service Continuity Management

- Introducing a workflow to establish ITSCM procedures within the company
- Guiding service and application owners with the development of disaster recovery and test plans

Standard Service Request development in ServiceNow

- Designing a blueprint for new Standard Service requests and aligning it with stakeholders
- Evaluating the feasibility of automation as well as user experience
- Developing, testing and publishing the Standard Service Requests in ServiceNow

PROFESSIONAL SKILLS

- IT Infrastructure Design
- Solution Design
- Requirements Engineering
- IT Consultant
- IT Architecture
- IT Business Analysis
- IT Project Implementation
- IT Project Work
- IT Service Continuity Management
- ITIL Foundation
- Windows Server Migration
- Database Systems
- SQL Server
- Reporting
- Edge and Cloud Computing Basics
- Network Basics
- Identity Basics
- Azure Basics
- Confluence
- Draw.io
- Jira
- ServiceNow
- Microsoft365
- Standard Service Request development (SNOW)

ALDI International Service SE & Co. oHG

06/2021 - 10/2023

Senior IT Professional

Database Admin for Microsoft SQL Server

- Administering the whole database system landscape at ALDI
- Developing reports used company-wide by logistics and buying

IT Solution Architect for Infrastructure

- Designing smaller solution concepts for the IT infrastructure

ALDI International Service SE & Co. oHG

09/2017 - 05/2021

Working Student

- Database Admin for Microsoft SQL Server incl. SSRS and SSIS
- Developing small .NET and WPF applications

Hochschule Düsseldorf

09/2017 - 05/2021

Student Teacher

- Tutoring more than 30 students for the Database Systems Modules

EDUCATION

Master of Science - Computer Science

2019 - 2021

Hochschule Ruhr-West Bottrop

Grade: 1.2

Bachelor of Science - Media Informatics

2015 - 2019

Hochschule Düsseldorf - Düsseldorf

Grade 2.0

CERTIFICATIONS

- ITIL Foundation Certificate in IT Service Management (v3)
- Azure Fundamentals (AZ-900)
- Cambridge Business English Certificate Higher (C1)
- Boris Gloger Product Owner
- Boris Gloger Scrum Master

ATTENDED TRAININGS

- AZ-102: Designing and Implementing a Microsoft Azure AI Solution
- AZ-305: Designing Microsoft Azure Infrastructure Solutions
- AZ-104: Microsoft Azure Administrator



PROJECTS AND INITIATIVES

Windows Server Migration

05/2023 - 02/2026

- Business Analyst Lead: Requirements Engineering and dependency check with more than 30 different application owners
- Assessing alternative hosting models: Determine whether the application can be deployed in a public cloud, private cloud, or delivered as SaaS/PaaS, based on its architecture, compliance needs, integration points, and operational constraints.
- Solution Architect Lead: Creation of 100 solution concepts for the migration of over 2000 Windows Server systems

Automating the setup of Solution Design Workshops

01/2023 - 06/2023

- Designing an automated workflow used by five national IT units, which creates an appointment with a unified layout
- Enabling an efficient way to invite a bigger group of affected experts by only mentioning the affected services/products
- Power Automate in combination with SharePoint list, MS Teams team and Outlook
- Introducing the automation to more than 200 employees, including the external service provider

Employee training and mentorship for national IT units

01/2023 - present

- Designing and conducting training on the company's demand process as well as the guidelines for Infrastructure Solution Architects for five different national departments
- Defining quality criteria for solution concepts and reviewing other designs to establish a company-wide standard and enable an efficient deployment
- Regular touchpoints with national Solution Architects to support with the design of new solutions and build the bridge to international expert teams