Joerg R. Mueller

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Objective

Dynamic and forward-thinking IT Executive with over 25 years of exemplary leadership in technology infrastructure and cybersecurity. Aspiring to leverage deep expertise in digital transformation and strategic IT management as the Chief Technology Officer. Committed to driving technological innovation and excellence, I aim to implement cutting-edge solutions that align with business goals, enhance operational efficiency, and deliver sustainable competitive advantages. My goal is to foster a technology-driven environment that not only meets but exceeds the expectations of stakeholders and customers alike, ensuring that your technology strategy propels it to new heights of success.

Summary

Visionary and results-driven IT Executive, adept at leading robust technology infrastructure and cybersecurity initiatives across global platforms. With over 25 years of strategic and operational leadership, I am skilled in orchestrating digital transformations that optimize technology systems, enhance data security, and drive business success. I excel in pioneering technology strategies that deliver real-time, measurable benefits, such as increased operational efficiency and enhanced competitive advantage. My leadership style promotes a culture of innovation, collaboration, and continuous improvement, positioning me ideally to lead your technology efforts. I am committed to leveraging my comprehensive expertise to ensure you achieve your technological aspirations and business objectives.

Professional Experience

Bucher Hydraulics, *Head of Global Information Services (VP)*
May 2015 – Present

- Spearheaded the digital transformation by integrating IT infrastructure across 19 international locations, significantly boosting global operational agility and collaboration. Ensured a stellar 99.99% uptime for critical business operations by implementing scalable, innovative solutions.
- Championed the introduction of Artificial Intelligence (AI) processes into various business and production teams, enhancing operational efficiencies and enabling smarter decision-making.
- Executed a comprehensive cybersecurity strategy, significantly enhancing defenses against cyber threats, in line with best practices for information security management.
- Embedded ITIL/ITSM frameworks to refine IT support and service delivery, fostering a culture of continuous improvement and innovation aligned with business growth.
- Managed extensive capital and operating budgets, focusing on strategic investments that maximized organizational value and efficiency.
- Mentored and developed IT professionals, encouraging a culture of innovation and effectively positioning the organization to embrace emerging technologies.

Bitblade Holding UG, *Chief Information Officer (CIO)*
October 2016 – April 2023 (part-time – remote)

- Led IT strategic vision and execution in a dynamic fintech startup, developing a scalable, secure IT infrastructure utilizing blockchain and Web3 technologies.
- Directed the creation of a robust cybersecurity framework, enhancing the security posture to protect against industry-specific threats and demonstrating a commitment to the integrity and reliability of IT solutions.
- Promoted a culture of continuous improvement, guiding IT teams to explore and adopt cutting-edge technologies, thus advancing operational efficiencies.
- Ensured IT initiatives strategically supported business objectives, showcasing an understanding of leveraging technology investments for organizational benefit.
- Managed IT budgets with foresight, optimizing resource allocation for strategic impact and ROI.

Credit Suisse AG, *Various IT Management Roles*
January 2009 – April 2015

- Led the design and implementation of high-availability IT infrastructure and cybersecurity enhancements, ensuring robust performance and security of financial systems.
- Managed key IT transformation projects, transitioning to modern platforms and supporting scalable, agile SaaS solutions.
- Introduced KPIs for technology performance, improving IT service delivery and reliability.
- Developed a PCI DSS-compliant environment, ensuring secure financial transactions.
- Mentored a team of senior IT professionals, fostering a culture of learning and adherence to best practices in technology and cybersecurity.

SAF Forderungemanagement GmbH, *Project Manager and Database Administrator*
June 2006 – December 2008

- Led the development of a data warehouse and analytics platform, significantly improving data-driven decision-making and operational efficiency.
- Automated big data ETL processes and executed an IT infrastructure overhaul to introduce cloud solutions, enhancing scalability and cost-efficiency.
- Established geo-redundant data and application mirroring, bolstering disaster recovery capabilities and ensuring business continuity.

SolvenTec GmbH (SAF Group), *Technical Operations*
January 2004 – May 2006

- Initiated and managed the implementation of an Oracle IAS-based web service portal, significantly enhancing customer interaction and service delivery.
- Led the virtualization of IT infrastructure, optimizing resource utilization and operational costs, and improving system reliability.
- Drove continuous improvements in IT operations, adopting new technologies and best practices to enhance system performance and reliability.

Education

- Swiss School for Business and Management Geneva, Ph.D. - DBA
- University of Liverpool, MSc in Information Technology
- German Telecom – T-Systems – Specialist for IT Systems Integration

Certifications

MCSE, MCSA, CCNA, SCSA, CompTIA Network+, LPI Level 1, ITIL v3, Lean Six Sigma Black Belt Specialist, Lean Six Sigma Green Belt Specialist

Skills

- Strategic IT Leadership
- Cybersecurity Expertise
- Innovative Technology Implementation
- Operational Excellence & IT Service Management
- Strategic Budget Management
- Cross-Functional Collaboration & Leadership
- Risk Management & Compliance
- Vendor & Stakeholder Engagement
- Continuous Improvement & Innovation
- Communication & Negotiation Skills
- Adaptation to Emerging Technologies

Languages

- German   Native
- English   Fluent
- Spanish   Basics

Volunteer Experience

- Member of the examining commission for IT apprenticeship at the German Chamber of Commerce (IHK)
- Advisor for Startups

US VISA Status

Permanent Resident (Green Card)

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Rockford, MI, May 15th, 2024