

Daniel Hekel



Senior IT System Engineer -
Application Operations & Mission-Critical IT Systems

Kontakt

daniel@hekel.ch

Sprachen

German - Native language

English - C1

Czech - A2

Slovak - A2

French - A2

Skills

Production Operations &
Availability of Critical
Systems

Operation of Business- and
Security-Critical IT
Systems

Incident, Problem &
Change Management

IT Security & Operational
Stability

Release & Deployment
Coordination

Monitoring, Incident
Analysis & Troubleshooting

Interface & Stakeholder
Management

Windows Server
(Application, Web, and
Database Operations)

Profile

Senior IT System Engineer with a focus on stable, secure, and highly available IT systems. I ensure the reliable operation of business- and security-critical applications in production environments, supported by clear processes between operations, support, development, and customers. Calm, structured, and solution-oriented, even in critical situations. Currently pursuing a Higher Professional Education (HF) qualification in Systems Engineering.

Working Approach & Impact

Proven, structured approach to ensuring the stable operation of business- and security-critical systems.

- Analysis of requirements, risks, and operational contexts in alignment with stakeholders
- Planning of architecture, operating models, changes, and releases with a focus on availability and security
- Coordinated implementation with clear responsibilities and clean handovers
- Stable production operations through monitoring, incident, and problem management
- Traceable documentation and lessons learned

Methodological Impact

- Faster incident triage and fewer escalations through runbooks and clear ownership
- Reduced unplanned outages through risk- and backout-based change planning
- Improved response times through targeted monitoring and alert tuning

Active Directory & Identity Management

Terminal Services /
Remote Desktop Services (RDS)

Links

Portfolio
LinkedIn

Experience

Senior IT System Administrator/ Application Specialist Perigon, Root Service AG

Oktober 2022 - Heute / 8575 Bürglen

Operation, stability, and availability of a business- and data-critical core application in a productive SpiteX environment.

- Ensuring the daily operation of a central application for managing customer, scheduling, and patient data
- High availability of business-critical data continuously used by SpiteX staff in daily operations
- Reduced escalations through structured incident, problem, and change management processes in live operations
- Stable operational workflows through clear operational ownership and close coordination between support, QA, development, and customers

Environment: Windows Server, Active Directory, RDS, PowerShell, monitoring, database operations

Technical Project Lead, New Voice AG

Juni 2021 - September 2022 / 8004 Zürich

Technical project leadership and implementation of security-critical alarm server systems in productive customer environments, with a focus on reliable alerting, access control, and high availability.

- Design, deployment, and commissioning of stable alarm server systems for security-relevant alerting and communication processes
- Integration of VoIP telephony, SMS gateways (COM port via Moxa), and email notifications
- Integration of external components (e.g., WAGO controllers) for event and alarm processing
- Implementation of role-based user and permission concepts
- Testing, acceptance, and responsibility for clean go-lives and sustainable system operation
- Close coordination with customers, stakeholders, and internal teams

Customer service & crisis communication, Schweizerische Bundesbahnen AG / Turbo AG

September 2013 - Juni 2020 / Schweizweit

Operational role in safety-critical railway operations, involving clear processes, high responsibility, and decision-making under time pressure.

- Customer service and targeted communication in normal operations as well as during disruptions and exceptional situations
- Safe execution of duties in accordance with defined operational and safety regulations
- Close collaboration with control centers and operational units to maintain safe and orderly railway operations

Education

Dipl. Systems Engineering Technician (HF), Bildungszentrum für Technik

August 2024 - Heute / 8500 Frauenfeld

Higher Professional Education (HF) programme focused on deepening and expanding competencies in systems engineering, project management methodology, marketing, and a holistic understanding of IT. Active integration of theory and practice in the ongoing professional role.

Federal VET Diploma in Information Technology (EFZ), Bénédict Schule Zürich

September 2020 - Juli 2022 / 8010 Zürich

Comprehensive training in IT systems engineering with a focus on the secure operation, maintenance, and availability of IT infrastructures.

Private Continuing Education & Technical Projects

Continuous self-directed learning in systems engineering, programming, and emerging technologies through personal projects, including the operation of own systems, Linux environments, automation, web development, and complementary creative digital media.

References

References available upon request.