

# 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

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Terminal Services /  
Remote Desktop Services  
(RDS)

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## 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.

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## 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.

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## References

References available upon request.