

Curriculum Vitae

Thorsten Scherf

Personalia

Name: Thorsten Scherf

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Professional Summary

Customer obsessed long-term Red Hatter with a demonstrated track record of facilitating customer success through resolving intricate issues and tackling high-priority challenges in customer production environments. Expert in fostering collaboration between customer, engineering and product teams to effectively address business requirements within a framework of mutual respect, trust and long-term relationship. Proficient in implementing agile methodologies by leveraging collaborative teamwork, iterative development, and continuous improvement to deliver high-quality software products efficiently.

Work Experience

Sr. Principal Product Experience Engineer
Portfolio Life Cycle Management

Red Hat, 09/2020 – present

As part of the Product Experience organization, I serve as the Product Lead for our Identity Management and Platform Security products. In this role, I represent customer and support delivery interests within a global, cross-functional team at the technical product level. I collaborate closely with Product and Program Management, Product Owners, Software Engineers, and Documentation Writers to deliver exceptional customer experiences at scale.

**Sr. Principal Software Maintenance Engineer
Global Support Services**

Red Hat, 01/2016 – 08/2020

In this role, I investigate and troubleshoot complex customer issues and develop custom solutions while understanding business needs. I exceed customer expectations by providing outstanding customer service, proactively updating our customers, and ensuring their satisfaction with our support services.

**Sr. Technical Account Manager,
Strategic Customer Engagements**

Red Hat, 03/2014 - 12/2015

In this role, I act as a trusted advisor for several top-priority customers. Beyond addressing critical customer issues, I also provide proactive advice and guidance to help my customers identify and address potential problems before they occur. By leveraging my deep understanding of their unique business needs and challenges, I ensure they maximize the value of our solutions and maintain optimal performance. My goal is to build strong, lasting relationships with these customers, ensuring their long-term success and satisfaction with our services.

**Principal Consultant
Global Professional Services**

Red Hat, 09/2009 – 02/2014

In this role, I specialize in Infrastructure, Virtualization, and Cloud consulting projects for Red Hat EMEA. I lead teams of 2-5 Red Hat consultants and engage in projects for large enterprise customers throughout the EMEA region. My role encompasses providing expert guidance in technical design, architecture, and project management. I am dedicated to ensuring our team delivers high-quality solutions that effectively address customer requirements and adhere to Red Hat's standards.

Previous Work Experience

Senior Consultant / Instructor

Red Hat, 2004 - 2009

Technical Consultant / Instructor

GfN Group, 2001 - 2004

Linux Network Administrator

University of Essen, 1999-2000

Skills & Competencies

- Client centric mindset
- Developing Strategic Partnerships
- Promoting Cross-Departmental Collaboration
- Crafting Customer Engagement Strategies
- Workshop and training facilitation
- Conference speaker
- Curious Learner

Education

Postgraduate Professional Education, 2000-2001, Essen
System Engineer for heterogeneously networks

University of Essen, 1997-2000
Business informatics

Certificates

- **Product Operations** - Core
- **Prince2** – Foundation Level
- **ITILv3** – Foundation Level
- **TOGAF** – Foundation Level
- **RHCSS #2 WW** – Red Hat Certified Security Specialist
- **RHCA #9 WW** – Red Hat Certified Architect
- **RHCE** – Red Hat Certified Engineer
- **RHCX** – Red Hat Certified Examiner
- **LPIC-1/2** – Linux Junior/Intermediate Level Administrator

- **MCSE** – Microsoft Certified Systems Engineer, Specialization Security, Early Archiver
- **MCSA** – Microsoft Certified Systems Administrator, Specialization Security, Early Archiver
- Several **Red Hat Rewards** for demonstrating commitment to **Red Hat's Values and Culture**

Miscellaneous

- Member of German Amateur Radio Club, licensed since 1990 as DK8EL
- Maintainer of several Software packages in the Fedora repository
- Frequent contributor of technical articles to various international IT magazines
- Fluent in German (native Speaker), English and Esperanto