

## PERSONAL INFORMATION

## Claus Grainger



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🗣 Claus Grainger

## POSITION

Agile project leader with a broad background in the financial and the public sector.

## WORK EXPERIENCE

## SUMMARY

Certified Scrum Master, Product Owner and Agile Project Manager with extensive experience:

- Retain more than 20 years of experience managing large system development projects. Mostly from projects within the financial and public sector.
- Profound knowledge of Scrum and SAFe framework earned from studies and personal experience from different agile projects.
- Have excellent communication and facilitation skills that work on all organisational levels.
- Good understanding of the agile mindset and ways of working
- Professional experience in both the IT and banking industry
- Experience working with distributed teams all over Europe and India.
- Know software development processes based on different methods and concepts.
- Appreciate continuous improvement and incremental software development.
- Professional, analytical, energetic, and emphatic
- Key focus: Facilitating the onboarding of the team and stakeholders during the project lifecycle.
- As a person, I am easy to deal with - leisure interests include running, good food, and jazz.

01/06/2020 -

**Project Manager**  
Copenhagen University

Project manager

Implementing Microsoft Entra ID as a second MFA solution.

Introduced Mitld for Business among internal Staff.

Establishing a data storage platform for science data based on Linux and open-source components.

[Business or sector: Public sector/Education](#)

14/03/2020-28/02/2022

**Project Manager**

Danish Environment Portal (a collaboration between municipalities, regions, and the Danish state)

Project manager

Managing and executing an IoT solution to support Danish Environment Portals aims to gather environmental data, create digital solutions for managing Denmark's environment, and disseminate environmental data to authorities and others with a shared interest using some of the most modern tools from Microsoft like Azure DevOps, AI, Cosmos DB.

[Business or sector: Public sector/Environment](#)

15/09/2018-31/12/2019

**Scrum Master**

Danish Agricultural Agency

Scrum Master and Agile Project manager

Managing and executing a portfolio of smaller projects related to administration and providing grants for agricultural production, environmental and ecosystem improvements, development programmes and offerings for minor agriculture projects. Using the following tools: TFS (Microsoft Team Foundation Server)/DevOps, Excel, PowerPoint, Scrum and Safe.

[Business or sector: public sector/Agriculture](#)

01/02/2016-31/01/2018

**Agile Project Manager**

Nordea, Copenhagen (Denmark)

Dependency Management

Identifying, monitoring, and mitigating risk related to dependencies to other IT domains, programs and projects outside the Nordea core banking program executed in a large-scaled agile set-up using Jira, Confluence, SAFe and Scrum.

Project Management

Creating a quality SOA platform, supporting agile transformation, and reducing cost by standardising and automating the formation of an Oracle SOA platform in a WebLogic virtual data centre (including servers, databases, load balancer, AD, etc.).

**Business or sector:** Banking

01/07/2015–31/12/2015

**Project Manager**

DSB, Copenhagen (Denmark)

Network restructure & reassignment.

Responsible for the outsourcing, restructuring, and reassignment of DSB's data network to NNIT in cooperation with NNIT.

**Business or sector:** Transport and logistics

01/02/2015–01/06/2015

**Change consultant**

DSB, Copenhagen (Denmark)

Consultant jobs:

I have created a methodology for estimating IT project costs based on Monte Carlo simulation.

Implemented e-learning in the Service Organization based on Adobe Captivate.

Implemented “spelling and reading help” on different platforms for employees with dyslexia

Analysed the procurement process for hiring external consultants - identifying as-is and to-be limited by the rules for public procurement (SKI, K02 etc.).

**Business or sector:** Transport and logistics

01/06/2013–01/06/2015

**Agile Project Manager and Scrum Master**

DSB, Copenhagen (Denmark)

EPI Server upgrade in cooperation with NNIT and Capgemini

Creating tender documents according to the rules for public procurement

Outsourcing of the EPiServer CMS platform to NNIT

Upgrading the EPiServer CMS platform.

Migrating old content to the new EPiServer CMS version 7 platform.

Agile development (Scrum) and implementation of a new dsb.DK including a unique design and information architecture containing sales of tickets, traffic information and critical information for the traveller.

**Business or sector:** Transport and logistics

01/01/2013–01/09/2013

**Program Manager**

DSB

Commercial and online canals.

Coordination of development activities. Monitoring that project on the critical path is on track, the escalating project is behind planned schedule and general project reporting.

**Business or sector:** Transport and logistics

01/11/2012–01/12/2012

**Program Manager**

Danske Bank, Operation & infrastructure, Copenhagen (Denmark)

XP to Windows 7

Upgrade of around Twenty-five thousand workstations from XP to Windows 7, including promoting 500 different Windows applications spread out on 80 sub-suppliers and developing a standard W7 image. And at the same time, launching SCCM as a new software distribution system.

Business or sector: Banking

01/03/2011–01/05/2012 **Program Manager**

Danske Bank, Operation & infrastructure, Copenhagen (Denmark)

Transition & Transformation Management

Leadership that secured the implementation and governance around the TT (Transition & Transformation) Program included a portfolio of more than 60 very different and complicated projects that originated from a changed outsourcing contract with IBM - signed summer of 2010.

Business or sector: Banking

01/01/2011–01/05/2012 **Project manager**

Danske Bank, Consultancy Services, Copenhagen (Denmark)

IT Security

Responsible for the implementation of several corporate security solutions in collaboration with IBM. Including health checks of centralised and decentralised servers and workstations, we monitored traffic on the internal network, observed users with specific administrative permissions on multiple platforms, documentation of safety, etc.

Business or sector: Banking

01/01/2007–01/12/2010 **Project Manager**

Danske Bank, Consultancy Services, Copenhagen (Denmark)

Development of a new guarantee system.

Managed the development of a new Group Guarantee System (App. 90,000 person-hours and 4,700 function points and a cost of around 80 Mio. Dkk.) – mainly developed in India using Scrum and more traditional methods (IBM mainframe, Cobol, PLI)

Project with highly complex sub-contractor agreements, including development of integration to various business systems, ERP, line management, self-service for business customers, transfer payments and messages abroad via SWIFT, housing finance systems, etc.

“Big bang” implementation in all brands within the Danske Bank Group.

Teacher

Taught project management and organisational change (ADKAR) for future project managers and business developers.

Business or sector: Banking

01/11/2006–01/04/2008 **Project Manager**

Danske Bank, Consultancy Services, Copenhagen (Denmark)

Migration of the Sampo bank Trade Finance systems

Managing the integration of Sampo Bank's Finnish Trade Finance and guarantee activities into Danske Bank's IT platform. Identifying product gaps, AS-IS – To-BE analyses, defining new functions and procedures, etc.

Business or sector: Banking

01/01/2005–01/04/2006 **Project Manager**

Danske Bank, Consultancy Services, Copenhagen (Denmark)

Migration of the UK/Irish Trade Finance systems

Managing implementation and migration of the Group Trade Finance systems in the Northern (GB) and National Irish Bank (IR). Identifying product gaps, AS-IS – To-BE analysis and defining new functions and procedures.

**Business or sector:** Banking

01/05/2005–01/12/2005

**Project Manager**

Danske Bank, Corporate eBanking , Copenhagen (Denmark)

MultiCash in the Hamburg branch

Managed the deployment and implementation of Multi Cash/Trade Finance in Danske Bank Hamburg (GE).

**Business or sector:** Banking

01/06/2005–01/12/2005

**Project Manager**

Danske Bank, Corporate eBanking, Copenhagen (Denmark)

FX Options in Summit

Managed the deployment of an FX options model in Misys Summit in cooperation with external consultants from Misys France and Danske Markets.

**Business or sector:** Banking

01/01/2002–01/12/2006

**Project Manager**

Danske Bank, Cash Management systems, Copenhagen (Denmark)

Trade Finance in Business Online

Managed the implementation and development of a self-service canal (Business Online) for Trade Finance products based on agile methods.

The development included the following products: letter of credit, debt collection and international guarantees. The result was versioned to launch an introductory module for all, followed by the module for each product. The development took place over several years, as sometimes other tasks were carried out related to integrating the banks Danske Bank acquired during the period.

**Business or sector:** Banking

01/01/2000–01/01/2002

**Business Owner**

Danske Bank, eFinance, Copenhagen (Denmark)

Establishing Business Online

Business responsible manager for self-service canals for corporate customers (mainly cash management products, Business Online etc.).

**Business or sector:** Banking & Payments

01/04/1995–01/01/2000

**Project Manager & Product Owner**

BG Bank, Copenhagen (Denmark)

BG Bank and Girobank online solutions for private & business customers

Managed the development and implementation of internet-based cash management solutions to corporate clients (BG Office Banking, EDIFACT payment systems, cash pool etc.)

I created and implemented BG Bank's strategy for electronic payment systems.

The inventor behind e-Giro (e-Faktura) – the first integrated collection and payment solution on the internet in Scandinavia and a powerful driver in BG Bank's commercial banking strategy.

Design of Internet-based payment dissemination concepts for several international banks.

**Business or sector:** Banking & Payments

01/01/1991–01/04/1995

### Chief Consultant

PFA Pension, Copenhagen (Denmark)

#### Managing different projects in the Financial Department

Made improvements in PFA Pension's business processes and their interaction with other IT applications and ledger systems.

Improved and reorganised cash management processes to process incoming and outgoing payments more efficiently and with fewer errors.

Managed the implementation of a new computerised system for recording cash receipts.

Training of PFA staff use of various PC applications.

I Prepared financial statements of an affiliated institution.

**Business or sector:** Financial and insurance activities

01/07/1989–01/01/1991

### Management Consultant

Hafnia Insurance, Copenhagen (Denmark)

#### Internal Management Consultant

I Managed the implementation of transfer pricing as part of Hafnia Group's financial management and analysis carried out by Hafnia Group's costs.

I prepared an analysis and suggestions for streamlining the Hafnia Sea and Industry Insurance procedure.

Developing control system for Hafnia Sea and Industry Insurance

Coordinating implementation of MBI (Mechanical Breakdown Insurance) in Hafnia Insurance.

Assessing the impact of changing accounting and financial rules on Hafnia Group use of online accounting.

**Business or sector:** Financial and insurance activities

01/06/1987–01/06/1989

### Department Manager

Hafnia Insurance, Copenhagen (Denmark)

#### Manager of IT Strategy Department

Development of IT strategic plans.

Coordination of internal cross activities.

Responsible for leasing contracts and one point of contact to suppliers.

I Established Hafnia Leasing in collaboration with Hafnia Bank.

**Business or sector:** Financial and insurance activities

01/04/1986–01/06/1987

### Coordinator

Bikuben Savning Bank, Copenhagen (Denmark)

I Coordinated and managed IT activities for the Markets and Treasury Department.

**Business or sector:** Financial and insurance activities

01/08/1984–01/04/1986

### IT Consultant

Crone & Koch IT, Copenhagen (Denmark)

**Business or sector:** Information Technology

## EDUCATION AND TRAINING

01/08/1978–01/06/1984

### MSc Economics (Cand. Polit)

Master of the Social Science (Economics)

The University of Copenhagen, Copenhagen (Denmark)

## PERSONAL SKILLS

Mother tongue(s) Danish

Other languages (s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Swedish	B2	B2	A1	A1	A1
Norwegian	B2	B2	A1	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
Common European Framework of Reference for Languages

**Communication skills** Profound communication skills that enable solid decision making and satisfy all stakeholders.

**Organisational/managerial skills**

- Project management (from business case/planning/estimation through execution and finally hand over to the maintenance organisation and customers).
- Agile – Scrum/SAFe (experience with Scrum as Scrum Master or as Project/Program Manager with Scrum teams).
- Virtual (distance) management, including stakeholders in a virtual organisation.
- Transformation – optimising the profit by bringing IT and business together.

**Job-related skills**

- A creative mind with a strong knowledge of transforming business needs into IT solutions and securing that the business case is solid.
- Several years of experience as project manager, developing and implementing systems in Scandinavia (IPMA B, Scrum, SAFe & Prince2 certified).
- IT-security knowledge based on implementing several online solutions for different customers worldwide.
- Profound experience with offshore projects, mainly based on development teams in India.
- A business background in the financial sector, including banking and insurance.

**Tools**

- DevOps
- MS Office (PowerPoint, Excel, Word)
- MS Projects
- TFS (MS Team Foundation Server)
- Jira
- Clarity
- Confluence
- Redmine

- Trello

**Other skills****Courses, certifications, and seminars regarding project management:**

Legal and Etic challenges in relation to the use AI

Artificial Intelligence

Agile Coach

ISO 27001 (International information security standard)

TFS (MS Team Foundation Server)

Scrum Product Owner Certification

GDRP (General Data Protection Regulation), together with Kromann Reumert

SAFe certification

Scaled Agile Framework

Prince2 certification

Internal DSB Project Management Symposium - focus on communication with Articulate.

Microsoft Projects 2013 - Foundation

Internal DSB Project Management Symposium - focus on the latest within project management with Jan Prise-Haje.

IPMA certification level B – re-certification

Project Management Symposium (IPMA)

Requirements Development (special public sector)

Internal DSB Project Management Symposium

Project Management Symposium (IPMA)

Certified Scrum Master

Introduction to CMMI version 1.1 & 1.2

Staff recruiting in Danske Bank KSC Cose

IBM Rational Portfolio Manager

ADKAR Change Management

IPMA certification level B

Requirements Development

Advanced estimating

Meeting Management for project management

Training course for internal instructors

MS Project – Basic

MS Projects Advanced

IPMA certification level C

Project Management within Danske Bank

Personal communication

Product Management

**Driving licence**

BE

**ADDITIONAL INFORMATION**

1998 – 2006: Chairman and member of Ordrup Schools Board of Directors

2013: Established Claus Grainger Consulting

2018: Chairman of E/F Wilkensvej 7-9 og Finsensvej 34 Owners Association

**Certifications** Prince2 (2015)  
IPMA Level B (re-certified 2013)  
CMMI (2008)  
Scrum Master (2009)  
SAFe (2017)  
Scrum Project Owner (2018)