

Erik Palsbo

CURRICULUM VITAE

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Personal details

Date of birth	28 July 1943
Marital status	Married to Kirsten Palsbo since 1974; one daughter, Susanne Palsbo, born in 1969
Languages	Danish and English (fluent); German and Scandinavian languages (conversational); French and Spanish for travel

Key qualifications

- Extensive experience in general management and IT management
- Extensive experience in executive consultancy
- Extensive experience in programme and project management
- Broad and in-depth knowledge of information technology
- Strong knowledge of the banking and airline industries and their technologies
- Visionary and strategic approach, with a strong motivation for change

Areas of experience

General management and organisation

- General management
- Development and implementation of IT strategies
- Organisational development
- Board membership
- Staff management and training
- Business analysis

Staff management

- Managed a company with 35 employees
- Recruitment, deployment, conflict resolution and performance appraisal
- Training and personal development plans
- Motivation, coaching and mentoring
- Employment contracts and salary negotiations

Programme and project management

- Large programmes involving multiple projects
- IT infrastructure and ERP projects
- Organisational development projects
- Web development projects
- Euro implementation projects
- Hardware development projects

Sales, procurement and negotiation

- Procurement, including RFP preparation, evaluation, selection and contracts
- Interim sales management
- Bid management
- Contract negotiation and evaluation

Communication

- Speaker at international conferences
- Management and board reporting
- Staff communication

International experience

Projects and consultancy assignments in the USA, England, the Netherlands, Belgium, Luxembourg, Germany, Switzerland, Spain, Sweden, Norway, Finland, the Czech Republic, Slovakia, Singapore and Hong Kong.

Consultancy

- IT strategy development
- IT management
- Procurement
- Organisational development

Information technology

- IT management
- Hardware and software design and development
- Systems analysis and design
- Programming and testing

Financial services

- Branch operations
- International banking
- Arbitrage and dealing
- Accounting

Education

PERIOD	EDUCATION
From 2005	Political science studies at the University of Copenhagen
1961	Danish <i>Realeksamen</i>
1961–1969	Commercial and banking education
From 1966	Numerous management and technical courses

Career overview

PERIOD	COMPANY	POSITION
From 2005	Retired	—
1997–2005	Scandinavian IT Group / CSC	Project Director
1996–1997	Own company	Management Consultant
1995–1996	Computer Resources International (CRI)	Vice President / Management Consultant
1989–1994	Dow Jones Telerate Denmark	Managing Director / Nordic IT Operations Manager
1986–1989	Siemens	Systems Manager
1979–1986	Privatbanken A/S, now Nordea	Vice President
1978–1979	NCR Denmark	Systems Manager
1962–1978	Privatbanken A/S, now Nordea	Banking and IT roles

Career details

Scandinavian IT Group / CSC, 1997–2005

Project Director

Programme management, executive consultancy and organisational development. Scandinavian IT Group was acquired by CSC in 2004.

Own company, from 1996

Executive Consultant

Executive consultancy and IT strategy development for banks in the Czech Republic, Slovakia, Turkey and Germany.

Computer Resources International A/S (CRI), 1995–1996

Vice President, Financial Systems Division

Executive consultancy and IT strategy development for banks in the Czech Republic, Slovakia and Germany. CRI was acquired by WM-data A/S in 1996.

Dow Jones Telerate Denmark A/S, 1989–1994

Managing Director and Nordic Operations Manager

Managing Director of Dow Jones Telerate Denmark A/S; member of its board of directors; member of the Nordic management team; and Operations Manager for Denmark, Sweden, Norway, Finland and the Baltic countries.

Siemens A/S, Denmark, 1986–1989

Systems Manager

Responsible for systems support and technical support for PCs and local area networks.

Privatbanken A/S, 1979–1986

Vice President

Responsible for the Special Development Department, including strategic IT planning and special projects.

NCR Denmark A/S, 1978–1979

Systems Manager

Worked primarily with NCR's head office in Ohio, USA, on the design of a new bank terminal system.

Privatbanken A/S, 1962–1978

Vice President, Project Manager, Systems Programmer, Programmer and Banking Trainee

Project manager for a branch front-office terminal system. Banking trainee from 1962 to 1965, working in branches and at the head office.

Selected professional activities

PERIOD	CLIENT OR ORGANISATION	ACTIVITY
1994	SITA Denmark	Network design project, account management and IT strategy.
1988–1989	Shell International, the Netherlands, England and Norway	Development contract for a test system for an international point-of-sale system and network. The work included X.25, X.21, HDLC/LAPB, asynchronous communication and encryption.
1987	Danish Ministry of Education	Member of a committee planning Danish IT education, with responsibility for hardware and systems software for mini- and microcomputers. Training of teachers.
1986–1987	Shell Denmark	Development contract for a test system for a Danish point-of-sale system.
1983–1986	Pengeinstitutternes Købe- og Kreditkortselskab	Development of a system for generating, distributing and administering encryption keys. Design and development of a test system for the Dankort point-of-sale system, covering remote and central equipment.
1982–1985	Furrer & Gloor GmbH, Zurich	Development of hardware and software for a microprocessor system.
1982	Danish engineering organisations / DIEU	Conference presentations.
1982	Nixdorf Computer, Australia	Conference presentations in Sydney and Melbourne on banking automation.
1982	Birk & Krogboe	Consultancy on a banking system in Kuwait.
1981	SICOB Conference, Paris	Conference presentation.
1980–1983	Inter-Alpha Banking Group	Consultancy assignments for banks in Hong Kong and Singapore.
1966–1968	Military service, Sjællandske Telegrafregiment	Sergeant.

Other activities

PERIOD	ACTIVITY
From 2000	Member of the Goodwill Ambassador Group at Symbion Science Park, Copenhagen.
From 1988	Co-founder of TEKNOFO, an association of IT pioneers. Members had exercised management influence on significant IT projects and had worked with information technology for at least ten years. Board member until 1991.
1982–1985	Chairman of the board of Computerman A/S, a consultancy and supplier of microcomputer equipment.
1974–1976	Employee-elected member of the board of directors of Privatbanken A/S.
1970–1976	Board member of Privatbanken's employee association and the Danish Bankers' Association (DBL).

Other information

I established the company Erik Palsbo Datateknik as the commercial basis for several of the private professional activities listed above.

I have had a strong personal interest in technology since an early age and have been a licensed radio amateur, holding the highest Danish licence class, since 1960.

I have taught information technology in various groups and associations and have given numerous presentations on IT and IT management.

I also developed systems for data communication via short-wave radio. The system remains in use among radio amateurs around the world.

Other interests include music. I also hold a Private Pilot Licence.
