

# CLAES EIKEN

Service Delivery · Project Management · IT/OT · NIS2 · Operations  
Senior Consultant · IT Coordinator · ITIL V4 · ISO 27001

✉ [claes@eiken.dk](mailto:claes@eiken.dk)  
☎ +45 30 20 10 39  
📍 Holmegaard, Danmark  
🔗 [linkedin.com/in/claes-eiken](https://linkedin.com/in/claes-eiken)

Service Delivery · Incident Management · Project Management · IT/OT Integration · NIS2 · ISO 27001 · Risk Management · ITIL V4 · SLA/KPI · Change Management · Vendor Management · SCRUM · ServiceNow · Critical Infrastructure

## PROFESSIONAL SUMMARY

Senior Consultant and IT Coordinator with **18+ years of experience in service delivery, operations, and project management** across complex IT environments in financial services, critical infrastructure, and logistics. Proven ability to manage incidents, vendors, and projects — and to maintain high service quality under pressure.

Combines deep ITSM expertise (ITIL V4, ServiceNow, Remedy) with hands-on experience in NIS2 compliance, IT/OT integration, and change management. Natural bridge between business, IT operations, and vendors. **Managed projects ranging from DKK 20K to DKK 20M** and led international teams across time zones.

## CORE COMPETENCIES

- Service Delivery Management
- Incident & Major Incident Mgmt
- SLA/KPI Governance & Reporting
- ITIL V4 / ITSM Process Ownership
- Vendor & Supplier Management
- Project Management (DKK 20K–20M)
- Change Management
- Stakeholder Coordination
- Onboarding & Operational Projects
- SCRUM / Agile
- IT/OT Integration & Security
- NIS2 & ISO 27001 Compliance
- Risk Management
- Critical Infrastructure & Utilities
- Team Lead & People Management

## PROFESSIONAL EXPERIENCE

June 2025 – present  
**Brade Consulting**

### Senior IT/OT Security Consultant

- **Advisory services** to clients in critical infrastructure and industry on IT/OT security and NIS2 compliance
- Gap analysis, risk assessment, and compliance documentation for NIS2 and CER requirements
- Project management of OT and IT security projects — from scoping to delivery with cross-functional teams
- AI training and practical implementation of AI workflows in business processes
- Coordination between business units and IT operations partners to ensure aligned goals and delivery progress

Aug. 2023 – June 2025  
**FIT A/S / Envafors A/S**

### IT Coordinator & IT Security Manager

- **IT Security Manager for Envafors A/S:** responsible for security strategy, risk assessment, and compliance in a regulated utility company
- IT/OT integration: secured and architected SCADA/ICS environments — reduced OT asset exposure to the IT network
- NIS2 implementation: developed policies, technical controls, and documentation for 2 legal entities within deadline
- **Project management:** delivered projects from DKK 20K to DKK 20M, including infrastructure rollouts and vendor transitions

- Primary liaison and coordinator between business and external IT managed services provider — ensured shared goals and clear task ownership
- Identified and tested technologies to streamline operational workflows and increase productivity in utility operations

Feb. 2021 – July 2023  
SDC A/S

#### IT Service Manager

- **Incident Management** for Ny Net and mobile banking — 120 Nordic banks as end customers
- Managed incident taskforces during outages and major incidents; ensured fast escalation and structured customer communication
- ITSM process ownership and continuous optimisation — reduced recurring incidents through structured problem reviews
- Prioritised bug fixes and development tasks in SCRUM framework with internal and external teams
- Delivered webinars and onsite training for bank customers on new releases and features

Apr. 2020 – Jan. 2021  
GlobalConnect

#### Incident & Service Manager

- Major Incident Management including contingency coordination and technical resource management
- ITSM process ownership and optimisation
- SLA/KPI reporting to management and customers at incidents and deviations
- Cross-organisational communication and coordination during critical incidents

Dec. 2016 – Mar. 2020  
DSV A/S

#### Operational Delivery Manager

- **24/7 Incident Management Team Lead:** responsible for international teams in Poland and the Philippines (10+ staff per shift)
- Management reporting and KPI tracking — delivered monthly executive reports to global IT leadership
- **Onboarding and operational project coordination:** coordinated IT ramp-up at DSV locations worldwide
- License management, service catalogue, and SLA/KPI process ownership across global operational units
- SPOC with escalation responsibility, resource coordination, and budget planning

May 2014 – Nov. 2016  
Falck Danmark A/S

#### IT Team Manager & Incident Manager

- People management (annual reviews, 1:1s) for 6 IT support staff and 1 apprentice
- Incident & Major Incident Manager — communication, resource management, and technical coordination during critical incidents
- Application owner for NILEX ITSM platform
- Project lead/coordinator on IT Core Services projects and PA duties for IT Director

Oct. 2011 – Apr. 2014  
Hannes Snellman

#### Regional IT Manager

- IT budget and cost responsibility including vendor negotiations and annual reviews
- Day-to-day IT operations, system administration (AD, servers, network), and user support

Sep. 2008 – Sep. 2011  
Venzo A/S

#### IT Consultant – 2nd/3rd Level

- 2nd/3rd level ServiceDesk for LEO Pharma (2 years, GxP documentation)
- Service Controller at Fujitsu: daily operations responsibility for ServiceDesk including reporting and coordination of 30 staff
- MSI Project Test Lead at DONG Energy · 3rd level VIP support at Maersk Oil

May 2007 – Sep. 2008  
Danish Defence  
Intelligence Service (FE)

#### IT Network Technician

- Operations and monitoring of classified networks (fibre, copper, satellite, encryption)
- Cisco VoIP, IPTV and VSAT satellite infrastructure · deployed domestically and internationally

## EDUCATION & CERTIFICATIONS

---

<b>ISO 27001 (ISFS)</b>	Certified	Information Security Foundation Standard
<b>ITIL V4 Foundation</b>	Certified	IT Service Management
<b>ITIL V2 &amp; V3</b>	Certified	IT Service Management
<b>SCRUM</b>	Completed	Agile Project Management
<b>Diploma in Management – Module 1</b>	Completed	Academic leadership programme
<b>6-Month Leadership Course</b>	Completed	Tailored programme, DSV A/S
<b>IT Support Technician</b>	Qualified	TEC Ballerup · Apprentice, DTU Campus Ballerup (2004)

## TECHNICAL SKILLS & COURSES

---

<b>Security &amp; Compliance</b>	NIS2, CER, ISO 27001, IEC 62443 (awareness), Risk Management, OT/ICS Security, SCADA Security, Segmentation
<b>ITSM Platforms</b>	ServiceNow, Remedy, HP Service Manager, NILEX, POB Wendia, CA Service Desk
<b>Networking &amp; Infrastructure</b>	Cisco ICND1+2 (CCNA level), Cisco VoIP, VSAT/Satellite, Fibre, TCP/IP, MPLS, AD, SharePoint
<b>Methodologies &amp; Frameworks</b>	ITIL V2/V3/V4, SCRUM, Agile, Change Management, Vendor Management
<b>Languages</b>	Danish (native) · English (fluent) · Swedish (professional level)