

# Mike Stephan

## Head of IT CRM Sales & Communication

location: Nuremberg, Bavaria · Germany    focus: Cloud · Identity · Headless · Automation    email: [hello@leaster.it](mailto:hello@leaster.it)

links: [LinkedIn](#) · [GitHub](#)

### PROFILE

IT leader (team lead) with an unusual path: after ~20 years in healthcare with leadership and site responsibility, a 2020 career switch to software engineering — and within four years from career-changer to IT team lead.

Focus: cloud & identity (Azure, EntraID, Zero Trust), headless / API-first web and eCommerce, and AI-driven automation. Architecture, build and operations from one source.

*"The credit belongs to the one who is actually in the arena ... who strives to do the deeds; who knows great enthusiasms, the great devotions." — Theodore Roosevelt, 1910*

### EXPERIENCE

<b>Head of IT CRM Sales &amp; Communication</b> <a href="#">Industrial group</a> · <a href="#">drive technology</a> · Nuremberg	<b>Oct 2024 – present</b>
<ul style="list-style-type: none"><li>▶ Ownership of the IT landscape around CRM, sales and communication</li><li>▶ Identity &amp; Zero Trust (Microsoft EntraID), web analytics (Matomo)</li><li>▶ Team building and people development</li></ul>	
<b>IT Project Manager eCommerce</b> <a href="#">Industrial group</a> · <a href="#">drive technology</a> · Nuremberg	<b>Jul 2023 – Sep 2024</b>
<ul style="list-style-type: none"><li>▶ eCommerce / headless projects, API-first architectures</li><li>▶ Agile project management (Scrum)</li></ul>	
<b>IT Project Manager eCommerce</b> <a href="#">Global technology group</a> · Nuremberg	<b>Oct 2022 – Jul 2023</b>
<ul style="list-style-type: none"><li>▶ eCommerce projects in a corporate environment</li><li>▶ IT test management during a carve-out</li></ul>	
<b>RPA &amp; Test Management</b> <a href="#">Global technology group</a> · Nuremberg	<b>Feb 2022 – Sep 2022</b>
<ul style="list-style-type: none"><li>▶ Robotic Process Automation (Certified RPA Practitioner)</li><li>▶ Test development, test automation &amp; test management</li><li>▶ UI/UX testing, agile delivery (Scrum)</li></ul>	
<b>IT Support &amp; Operations</b> <a href="#">Die Beratungsmanufaktur GmbH</a> · <a href="#">diebema.de</a>	<b>Dec 2023 – present</b>
<ul style="list-style-type: none"><li>▶ Full IT responsibility for a finance &amp; real-estate advisory firm</li><li>▶ Ongoing headless relaunch (WordPress → Next.js/TypeScript)</li></ul>	
<b>Pro-bono IT &amp; operations work</b> <a href="#">SquareDancers.info</a>	<b>Oct 2022 – Jul 2025</b>

## EARLIER CAREER

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Around 20 years in healthcare, the last five self-employed as a nursing-service director & QM consultant — with leadership, site and home-management responsibility for up to 100 staff. The foundation for today's IT leadership: people, processes, ownership.

Nursing-service director & QM consultant (self-employed) 2015 – 2020  
[mein Pflegeprofi](#)

Nursing-service director & deputy home manager (96 residents, ~90 staff) 2019 – 2020  
[AWO Nürnberg](#)

Regional site manager, Northern Bavaria (~50 staff) 2018  
[MC24 Pflege GmbH](#)

Nursing-service director, intensive care (~100 staff) 2016 – 2018  
[ANITA Kerner GmbH & Co. KG](#)

Deputy director & registered nurse 2001 – 2015  
[Arche Noris gGmbH a.o.](#)

## EDUCATION

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IT Specialist — Application Development  
LUTZ & GRUB AG · ACADEMY · 2020 – 2022

Nursing-service management, care management  
Bildungszentrum Nürnberg · 2017 – 2019

Medical devices officer  
TÜV Süd Akademie · 2015

Emergency medical responder  
Malteser Schule Regensburg · 2010

## CERTIFICATIONS

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Professional Scrum Master™ I (PSM I)

Project Management Foundation (GPM)

Certified RPA Practitioner

Certified Cognitive AI Champion

MTA: HTML5 Application Development Fundamentals

MTA: Database Fundamentals

Digital Identities

## SKILLS

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### Cloud & Identity

Azure Microsoft EntraID Azure AD B2C Zero Trust Ringfencing

### Web & Commerce

Headless / API-first Astro React/Next SAP Commerce Cloud SEO/GEO

### Automation & AI

Python RPA LLM pipelines Claude Code Matomo

### DevSecOps

Docker Portainer Nginx Proxy Manager CI/CD DNS & domains

### Leadership

Team leadership People development Project management Scrum QM

## LANGUAGES

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German · native English · full professional