

Mike Stephan

Team Lead IT · CRM, Sales & Communication

location: Nuremberg, Bavaria · Germany focus: Cloud · Identity · Headless · Automation email: hello@leaster.it

links: [LinkedIn](#) · [GitHub](#)

PROFILE

IT team lead and project lead with an unusual path: after ~20 years in healthcare with leadership and site responsibility, a 2020 career switch to software engineering — four years later leading a global IT team built from zero to five people.

Focus: project leadership (GPM, Scrum) with international rollouts, requirements engineering as the link between business and IT, cloud & identity (Azure, Microsoft Entra ID), and CRM / eCommerce system landscapes.

On the side I build products out of conviction: a SaaS platform currently being incorporated (CampiPro) and the open website-analysis API [check.leaster.it](#). I've built websites since 1999, starting with hand-written HTML.

"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

Team Lead IT · CRM, Sales & Communication

Oct 2024 – present

Industrial group · drive technology · Nuremberg

- ▶ Built the global team for CRM, sales and communication IT from zero to five people in two years, while the company was being carved out of its parent group
- ▶ Line management of the platform owners for the three core systems of the unit: SAP Commerce Cloud (eCommerce, ~6,500 daily users), Microsoft Dynamics 365 (leads, opportunities, customer service) and a 3D sales platform — one owner each within the team
- ▶ Unbroken release ownership of the customer platform from sprint 17 (2022) to sprint 61 (2026) — across three product names and the corporate carve-out, with no gap in the release cadence
- ▶ Central customer identity platform (Microsoft Entra ID B2C/B2B) as project lead and Scrum Master: 45,000 user accounts migrated, international rollout — delivered with external providers
- ▶ Delivery-note self-service in the customer portal (SAP ERP ↔ SAP BTP ↔ SAP Commerce Cloud), ~1,000 daily users — extended to all order-related documents after go-live
- ▶ Budget, contract and vendor responsibility for the unit: framework agreement with individual contracts per sub-project, change-request steering and quarterly call-offs; authorised to sign call-offs and approve invoices; several tenders run
- ▶ Major incident management: own root-cause analyses on the revenue-relevant platform, incident reports to IT leadership and vendors; emergency process, monitoring rules and separate technical and business retrospectives established

IT Project Manager eCommerce

Jul 2023 – Oct 2024

Industrial group · drive technology · Nuremberg

- ▶ eCommerce / headless projects on SAP Commerce Cloud, API-first architectures, agile delivery (Scrum)
- ▶ Privacy-compliant web analytics and global consent management (Matomo, Usercentrics)
- ▶ Central redirect platform for global web presences (project lead / product owner)
- ▶ Automated translation workflows for technical documentation

IT Project Manager eCommerce

Oct 2022 – Jul 2023

Global technology group · Nuremberg

- ▶ Customer and shop data migration during a worldwide carve-out — delivered with an external provider and internal project lead
- ▶ QR code generator for product nameplates worldwide: project lead and development (Azure Functions, Python, REST)

RPA & Test Management

Feb 2022 – Sep 2022

Global technology group · Nuremberg · internship as part of the retraining

- ▶ RPA-based test automation (UiPath), built hands-on: 40 test cases automated, saving around 2 person-days per month on an ongoing basis
- ▶ Test development and test management (Certified RPA Practitioner)
- ▶ Further development and UX optimisation of a central service portal in an agile setup (Scrum)

Founder & product engineering

2026 – present

CampiPro · SaaS for campsite management

- ▶ Booking, pitch matching and billing for campsites — company incorporation in progress, live in staging
- ▶ FastAPI/PostGIS backend, three Next.js frontends, graphical site-map editor

IT Support & Systems Integration (part-time)

Dec 2023 – present

Die Beratungsmanufaktur GmbH · diebema.de

- ▶ Full IT responsibility for a finance & real-estate advisory firm (Microsoft 365, Exchange Online, SharePoint)
- ▶ Optimised the hybrid IT infrastructure and automated support processes
- ▶ Headless relaunch (WordPress → Next.js/TypeScript)

EARLIER CAREER

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

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

Nursing-service management (two qualifications, final grade 1.0)
Bildungszentrum Nürnberg · DAA · 2016 – 2018

State-certified geriatric nurse (Altenpfleger)
Nursing college, Nuremberg · 2003 – 2006

Medical devices officer
TÜV Süd Akademie · 2015

Emergency medical responder
Malteser Schule Regensburg · 2010

CERTIFICATIONS

Professional Scrum Master™ I (PSM I)

ITIL® 4 Foundation (IT Service Management)

Project Management Foundation (GPM)

Certified RPA Practitioner

Certified Cognitive AI Champion

Microsoft MTA — 8 certifications (programming, web, databases, networking)

openSAP: SAP S/4HANA — system conversion & project success (2 records of achievement)

openHPI: web engineering, IAM & IT security — 6 graded records of achievement

SKILLS

Cloud & Identity

Azure Microsoft EntraID Azure AD B2C Zero Trust Ringfencing

Commerce & CRM

SAP Commerce Cloud SAP BTP Microsoft Dynamics 365 (platform ownership within the team) Headless / API-first
Astro React/Next SEO/GEO

Automation & AI

Python FastAPI RPA LLM pipelines Claude Code Matomo

DevSecOps

Docker Portainer Nginx Proxy Manager CI/CD DNS & domains

Leadership & method

Team leadership People development Project management (GPM) Scrum (PSM I) Requirements engineering
Managing external providers

LANGUAGES

German · native English · full professional