

Mike Stephan

Head of IT CRM Sales & Communication

location: Nuremberg, Bavaria · Germany focus: Cloud · Identity · Headless · Automation email: 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.

I've built websites on the side since 1999, starting with hand-written HTML, and I never really stopped.

"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

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

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, care management
Bildungszentrum Nürnberg · 2017 – 2019

Medical devices officer
TÜV Süd Akademie · 2015

Emergency medical responder
Malteser Schule Regensburg · 2010

CERTIFICATIONS

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

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

German · native English · full professional