

Michael May

Senior IT Service Manager

Senior IT Service Manager with 20+ years of experience in Identity & Access Management (IAM), Public Key Infrastructure (PKI), and enterprise IT operations. Proven expertise in co-leading global teams, managing IAM solutions with multi-million Euro budgets for a global player in insurance. Strong background in Unix/Linux systems engineering and automation. Multilingual communicator (English, German, French, Spanish, Portuguese).



PROFESSIONAL EXPERIENCE

**2013-03 -
Current**

Senior IT Service Manager – Identity & Access Management (IAM)

AMOS / Allianz Technology SE, Frankfurt / Munich, Germany

- Managed IAM Services (Directory Services, PKI, IAM and PAM Solutions) for a global financial services enterprise with millions of users.
- Managed service budget of approx. €20 million annually
- Steered of Procurement and Sales for multiple IAM services
- Managed service contracting and charging across 100+ international operational entities.
- Provided direction and mentoring for international teams across multiple regions
- Coordinated Service Portfolio Management for multiple IAM services
- Authored Service Documentation for multiple IAM Services

**2001-10 -
2013-02**

Systems Engineer

*DREGIS / AGIS / ACIS / AMOS
Frankfurt / Munich, Germany*

- Operation of a large web-server environment, developed tools to automate software distribution, configuration monitoring, service monitoring, user access management

Contact

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<http://michaelmay.de>

Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/michael-may-64a27757/>

Skills

- IAM & Information Security: Service Management of IAM Services
- IT Service Management: Financial planning and controlling,

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- Operation of Allianz corporate PKI environment
Various automation projects (e.g. for SSL certificate deployment and revocation)
- Key contributor in software rollout and offshoring projects

(Info on previous employments and community services on request)

Education and Certifications

2010-2016	ITSM and PM related PRINCE2 Foundation and Practitioner ITIL V3 Foundation
2000-2006	Vendor Certifications RedHat: RHCE, Sun Microsystems: SCSA / SCNA
1999-02 - 2000-01	System Specialist for Online Publishing 1-year vocational training at <i>Siemens SBS</i> , Stuttgart
Prior to 1999	University Studies / First Diplomas + Major Studies in Economics, Sociology, Romance Languages <i>Heidelberg, Cologne, Tübingen and Niteroi (Brasil)</i>
1990-1995	C1/C2 Language Diplomas English: State Certified Translator / CPE Spanish: DELE, French: DALF

INTERESTS / HOBBIES

Coding (Python, JS, Web), Foreign Languages, public speaking, endurance sports, music (guitar)

Vendor management,
Customer Contract
Management,
Implement Service
Charging, Service
Portfolio Management

- Navigate stakeholder and process landscape of large corporations
- Pro-active problem-solver committed to continuous improvement
- Systems Engineering: Unix (Solaris) /Linux (Red Hat), Scripting (Bash, Perl), Automation
- Leadership: Global team leadership, Stakeholder management, Training & mentoring
- Effective multi-lingual communicator

LANGUAGES

English (C2), French (C1), Spanish (C1), Portuguese (B2–C1), German (native)