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

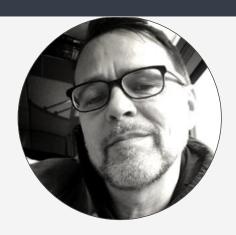
- Managed IAM Services (Directory Services, PKI, IAM and PAM Solutions) for a global financial services enterprise with millions of users.
- Managed service budget of approx. €20 million annually
- Steered of Procurement and Sales for multiple IAM services
- Managed service contracting and charging across 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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Websites, Portfolios, Profiles

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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 ITIIL V3 Foundation

2000-2006 Vendor Certifications

RedHat: RHCE, Sun Microsystems: SCSA / SCNA

1999-02 - System Specialist for Online Publishing

2000-01 1-year vocational training at Siemens SBS, Stuttgart

Prior to University Studies / First Diplomas + Major Studies in

Economics, Sociology, Romance Languages

Heidelberg, Cologne, Tübingen and Niteroi (Brasil)

1990-1995 C1/C2 Language Diplomas

English: State Certified Translator / CPE

Spanish: DELE, French: DALF

INTERESTS / HOBBIES

1999

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 problemsolver 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)