



MARKUS GERMANN

IT Professional

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PROFILE

Versatile and execution-driven Manager with over 17 years of experience at the intersection of IT infrastructure, operational processes, and international coordination. Strong core competence in structured sourcing, global partner management, and directing complex cross-functional projects. Characterized by a sound technological understanding, strong negotiation skills, and the ability to adapt in an agile, solution-oriented manner to new system landscapes.

PROFESSIONAL EXPERIENCE

Jan 2009 – Jan 2026

Head of Registry Liaison Management / Technical Operations & Project Manager, Key-Systems GmbH / Team Internet Group

- Managed complex migration and bulk transfer projects, including the group's largest bulk transfer (>600,000 units), in close alignment with platform teams and management.
- Directed group-wide onboarding and quality assurance for >1,000 technology partners/suppliers, ensuring system compliance for >4 million managed units.
- Optimized cost structures through continuous analysis and successfully concluded international price and contract negotiations yielding six-figure savings (e.g., in 2025).
- Ensured IT governance and compliance (e.g., NIS2, GDPR, industry policies) and accompanied regulatory audits in close cooperation with legal departments.
- Managed incident and crisis resolution during ongoing platform operations, facilitating technical and commercial solutions with internal and external stakeholders.
- Disciplinary and functional lead for a team of two employees, establishing structures for efficient collaboration and clear responsibilities.

Feb 2005 – Dec 2008

Officer / Case Officer (Project Coordination & Security), Federal Intelligence Service (BND)

- Worked in a highly security-sensitive environment focusing on structured operations, absolute confidentiality, and privacy-compliant information processing.

Jan 1995 – Dec 2008

Early Career: Infrastructure, Security & Technology (German Armed Forces, BND, Heinz Port)

German Armed Forces / Federal Intelligence Service (BND) / Heinz Port - Apparate Vertriebs GmbH

- Planning, deployment, and operation of complex, highly available telecommunications and IT infrastructures in security-critical environments.
- Coordination of infrastructure and security projects including material procurement, alignment with internal and external stakeholders, and quality assurance prior to commissioning.
- Training and instruction of over 20 users/team members to increase operational reliability and efficiency in daily business.



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IT Professional | Curriculum Vitae

EDUCATION

Aug 2001 – Jul 2003	State-Certified Engineer / Technician in Electrical Engineering (Focus: Information Technology), MHK Kaiserslautern • Core topics: Network Administration, Intranet Systems & IT Infrastructure. • Cisco Certified Network Associate (CCNA) • Microsoft Certified Professional (MCP) • Electives & Project: UNIX/Linux, Databases; Final Project: CAN-Web-Interface. • Additional qualification: Employee & Customer Training, Quality Management.
Sep 1991 – Feb 1994	Communications Electronics Technician (Specialization: Telecommunications Technology), Deutsche Telekom • Focus: Systematic Troubleshooting, Maintenance, Network Technology, Occupational Safety & Data Protection.
Aug 1989 – Jun 1991	Intermediate School Leaving Certificate / Secondary Education Level I (Electrical Engineering), Vocational School Pirmasens

SKILLS

Coordination & Operations	Cross-functional Interface Coordination • Supplier and Partner Management • Process Optimization • KPI Management • Crisis and Incident Management
Procurement & Sourcing	Strategic Purchasing • Operational Purchasing • Onboarding Processes • Contract Management • Cost Structure Analysis • International Price Negotiations • International Contract Negotiations
Project Management	Traditional Project Management Principles • Agile Project Management Principles • Resource Planning • Milestone Monitoring • Stakeholder Management • Coordination of Large Data Migrations • Coordination of Large System Migrations
IT & System Landscapes	Understanding of Technical Infrastructures and Interfaces • Collaboration and Ticketing Systems (JIRA, Confluence, Zendesk) • MS Office • IT Compliance Expertise (NIS2) • IT Compliance Expertise (GDPR) • Fast Onboarding into New Software Tools

LANGUAGES

German	Native speaker
English	C2

COURSES

Present	Certified Competent Negotiator (English)
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HOBBIES

Motorcycle touring and motorcycle mechanics, international cuisine