

MICHAEL BIANCHI

Munich, Germany | michael.bianchi.mik@gmail.com | linkedin.com/in/mik88

PROFESSIONAL SUMMARY

- IT Leader with 10+ years of experience driving IT operations, internal systems, and compliance in international environments
- Proven ability to optimize SaaS ecosystems, manage vendors, and align IT strategy with business goals
- Strong expertise in ISO 27001, GDPR, security governance, and audit readiness
- Experienced in cross-functional collaboration with Finance, HR, Legal, and Operations
- Focused on operational excellence, cost optimization, and scalable process improvement

EXPERIENCE

IT Manager

Mar 2023 – Present

Casavi GmbH

Munich, Germany

- Lead IT operations and internal systems supporting a multi-office environment, ensuring high availability and business continuity
- Own and optimize SaaS ecosystem (Google Workspace, MDM, collaboration tools), managing vendors, licenses, and renewals
- Drive compliance initiatives, ensuring adherence to ISO 27001 and GDPR and supporting audit readiness
- Collaborate with Finance, HR, and leadership to streamline onboarding, access management, and internal workflows
- Manage vendor contracts, SLAs, and KPIs, improving service quality and cost efficiency
- Lead IT projects aligned with company goals, improving operational efficiency and scalability
- Explored automation and AI tools to optimize internal workflows and improve operational efficiency

IT Manager

Oct 2018 – Feb 2023

Spaceopal GmbH

Munich, Germany

- Managed IT infrastructure and operations in a high-security environment, ensuring reliability and compliance
- Designed and implemented cybersecurity and compliance frameworks aligned with ISO 27001 and GDPR
- Provided reporting and insights to senior management to support operational and strategic decisions
- Managed vendors, procurement, and contracts, optimizing performance and cost
- Led IT projects with full ownership of scope, budget, and delivery timelines
- Defined disaster recovery and business continuity strategies for critical systems

System Engineer

Sep 2016 – Sep 2018

D. Swarovski KG

Austria

- Supported global retail systems across 170+ countries, ensuring availability and performance
- Developed and maintained centralized application services
- Implemented monitoring solutions using Splunk to improve incident detection
- Monitored server infrastructure and mitigated system risks

Product Support Engineer

Aug 2015 – Jul 2016

Westwing GmbH

Munich, Germany

- Provided IT support across HQ and international offices
- Supported implementation of IT projects enabling business operations

IT Support

Sep 2014 – Jul 2015

Goldbet GmbH

Austria

- Maintained office IT systems and provided remote technical support

EDUCATION

University of Insubria

BSc Computer Science

Italy

2013

PROJECTS

- Optimized IT budget and vendor landscape, identifying cost-saving opportunities
- Led SaaS license management strategy to improve cost control and compliance
- Defined IT roadmap aligned with business growth and operational scalability
- Implemented security and compliance improvements supporting ISO 27001 and GDPR
- Developed onboarding processes, SOPs, and IT policies to improve efficiency

AUTOMATION & AI

- Leveraged automation tools (Gemini, Rovo, Google Workspace Studio) to streamline internal workflows and reduce manual tasks
- Explored and applied AI-driven tools to improve productivity, documentation, and support processes
- Evaluated opportunities for process optimization using automation and low-code solutions

TECHNICAL SKILLS

Platforms: Windows, MacOS, Linux, Google Workspace, MDM, Microsoft Server 2016+, Exchange 2016+, Sina,

Tools: Splunk, Jira, VMware, Veeam, Slack, Office 365

Languages: PowerShell, SQL, VBA

LANGUAGES

English (Fluent), Italian (Native), German (Basic)