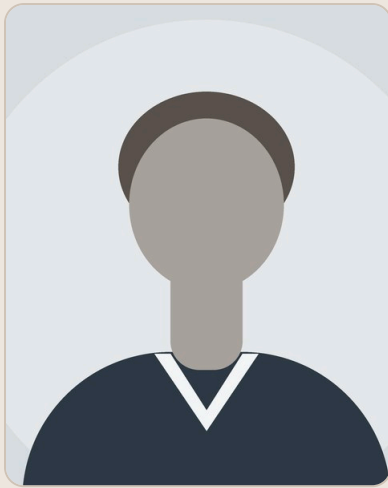




Alex Muster

Application: IT Business Service Manager

ICT Architect · Bridging business, IT and providers

I turn business needs into reliable IT services: from target architecture, business case and vendor evaluation to migration and an operating model with clear roles.

Profile

MSc in Business Information Technology (Beispiel-Hochschule), working at the interface between business and IT, with experience in banking, consulting and technology. At Beispiel Kantonalbank I developed standards and roadmaps, co-developed the cloud strategy and sourcing model and advised CIO boards, incl. on procurement and vendor evaluation. At Globex Consulting I led a project team of up to 12 people incl. schedule and budget responsibility, worked on a global cloud transformation (1000+ servers across 50+ countries migrated to Azure) and integrated Azure services into operating models incl. RACI. Before that: API management, data integration and release planning at initech; pre-sales and proofs of concept at Helix. I turn technology into clear decisions and bring business units, IT and providers onto a shared plan.

Experience

ICT Architect

Beispiel Kantonalbank (BKB), Zürich · 12/2023 – 02/2026

Prepared architecture and sourcing decisions for cloud and infrastructure services – for projects, team leads and CIO boards.

- Advised ICT projects, team leads and CIO boards, incl. procurement and vendor evaluation of IT products and services
- Co-developed the cloud strategy and sourcing model (IaaS, PaaS, SaaS, on-prem) incl. business cases, TCO and CapEx/OpEx analyses
- Supported the Cloud value stream: solution proposals and architecture compliance checks based on the Microsoft Azure service catalogue
- Architecture for operational resilience, cloud backup and IT infrastructure lifecycle management
- Worked with portfolio and project management on migration plans and the cloud target operating model; SAFe
- Standards and roadmaps aligned with the ICT strategy; reviewed projects for architecture relevance; training material and presentations at internal and external boards

Contact

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LinkedIn
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All CVs
agentic-labs-ch.github.io/job-application-generator/uebersicht

Location
Zurich, Switzerland

Skills

- Specialist
- Experienced
- Some experience
- Basic

Service, sourcing & governance

Operating models & roles (target operating model, RACI) ●●●○

Cloud strategy & sourcing (IaaS, PaaS, SaaS, on-prem) ●●●●

Decision papers: business cases, TCO, CapEx/OpEx ●●●●

Vendor evaluation, procurement & make-or-buy ●●●○

Standards, roadmaps & architecture governance ●●●○

Operational resilience & lifecycle management ●●●○

Azure service catalogue: solution proposals & compliance ●●●○

Project & solution methods

Project management (schedule, budget)	● ● ● ●
Requirements analysis & solution evaluation	● ● ● ●
Migration planning & transformation	● ● ● ○
Proofs of concept & prototypes	● ● ● ○
Agile methods (Scrum, Kanban, SAFe)	● ● ● ○
Release planning	● ● ○ ○
Cloud & platforms	
Microsoft Azure (IaaS/PaaS)	● ● ● ●
Azure Migrate / Site Recovery / Backup	● ● ● ●
Identity & Access Management (Entra ID, OAuth 2.0)	● ● ● ○
Security monitoring (Defender for Cloud, Sentinel)	● ● ● ○
Integration, data & development	
API management & web services	● ● ● ○
Data integration (Azure Data Factory, Azure SQL)	● ● ● ○
Dynamics 365 (integration)	● ● ○ ○
Software development (Java, ABAP, SQL)	● ● ● ○
AI services (Helix Watson, Azure AI Services)	● ● ● ○
Personal & interpersonal skills	
Stakeholder management & C-level advisory	● ● ● ●
Presenting & training	● ● ● ●
Analytical thinking	● ● ● ●
Team leadership	● ● ● ○
Client focus	● ● ● ○
Intercultural collaboration	● ● ● ○

Languages

German	Native
Articulate in business talks and in social settings	
Persian (Farsi)	Native
Spoken in everyday life	

Consultant · Sub-project Lead, Cloud Architecture

Globex Consulting AG, Zürich · 07/2021 – 11/2023

Sub-project lead for cloud architecture: from business case and target architecture to integration into the operating model.

- Led a project team of up to 12 people incl. schedule and budget responsibility; deputy to the delivery lead
- Integrated Azure services into operating models incl. RACI
- Global cloud transformation: migrated 1000+ servers across 50+ countries to Azure (lift & shift)
- Designed Azure target architectures together with business and IT stakeholders
- Business cases and cost-benefit comparisons (incl. Azure Hybrid Benefit); weekly client presentations
- Connected SIEM and monitoring tools globally; planned the phased migration from Active Directory to Entra ID

Consultant; Senior Consultant from 01.2021

Initech Solutions AG, Zürich & Bern · 10/2019 – 02/2021

Consulting on IT transformation and cloud integration for a federal office and a major health insurer.

IT transformation of a federal office, team lead for IT architecture, engineering and API management: stakeholder management with public-sector and partner organisations, release planning, project management incl. budget and schedule, onboarding team members

10/2019 – 10/2020

Azure cloud and data integration for a major health insurer: concept, architecture and proof of concept to integrate an on-prem Oracle DB into Dynamics 365 (Azure Data Factory, Azure SQL, landing zone)

11/2020 – 02/2021

- Technologies: API management, web services, IAM, Azure, Java, Docker

Junior Software Engineer

(Master@Helix) · Technical Sales Support

Helix Technologies Schweiz AG, Zürich & New York · 10/2017 – 10/2019

Technical pre-sales: built prototype solutions for clients and brought cloud know-how to the sales team.

- Worked with the CTO of Helix Switzerland in pre-sales
- Proof of concept for a secure access management solution (APIs, OAuth 2.0)
- Implemented Watson AI services on a Pepper robot for a client at Helix Research
- Cloud training for sales peers; technical expert at hackathons
- Assignment in New York

Software Developer SAP/ERP (alongside studies)

Example IT Services International, Zürich · 10/2013 – 04/2015

- Developed and customised SAP ERP solutions (ABAP) for clients in an agile team
- Optimised SQL queries for production database performance; project planning

English	Fluent
Very strong business and above all technical vocabulary; less so in literature	
French	Basic
Korean	Basic

Interests

Technology, politics, travel & backpacking (Asia, South America, South Africa), football (7 years FC Beispiel), fitness, motorcycling, boxing; PADI Advanced Open Water Diver

Software Developer (Internship)

Beispiel Zentralbank (BZB), Zürich · 08/2012 – 08/2013

- Migrated the time-series analysis system together with economists as its business users (Java, Groovy; Scrum, Kanban)

Education

MSc Business Information Technology

Beispiel School of Management and Law, Zürich · 09/2017 – 07/2019

Master's thesis at Helix Research (text recognition, machine learning); exchange semester at Hudson College, New York (08.2018–12.2018)

BSc Business Information Technology

Beispiel School of Management and Law, Winterthur · 09/2013 – 07/2017

Bachelor's thesis in enterprise architecture (TOGAF, ArchiMate); exchange semester at Han River University, Seoul (02.2016–06.2016)

Swiss Federal VET Diploma in Informatics and Federal Vocational Baccalaureate (commercial)

Kantonsschule Beispiel, Zürich · 08/2009 – 08/2013

Activities

Buddy system and guide for exchange students

Beispiel-Hochschule · 08/2016 – 06/2017

Student organisation (events, school website)

Kantonsschule Beispiel · 08/2009 – 06/2012