



Application: Customer Success Account Manager

Alex Muster

Cloud transformation ·
Stakeholder alignment · Azure

Profile

Customer outcomes over project milestones: I align stakeholders, keep delivery on track and make the value of the cloud visible.

Cloud and enterprise architect with an MSc in Business Information Technology (Beispiel-Hochschule) and over six years in IT consulting and enterprise architecture. I know Azure adoption from both sides: delivering it as a consultant and shaping it as an architect at a Microsoft enterprise customer. At Beispiel Kantonalbank I advised CIO boards, team leads and ICT projects, incl. on procurement and vendor evaluation, and resolved technical conflicts between business units. At Globex Consulting I advised clients in several industries on cloud transformation and was deputy to the delivery lead. Native German speaker, fluent in English.

Key strengths

Stakeholder alignment up to the C-level

Advised CIO boards, team leads and projects at Beispiel Kantonalbank. At Globex Consulting, regular contact with client executives and boards and weekly client presentations.

Cloud adoption & value

Took part in a global Azure migration of 1,000+ servers in 50+ countries; business cases and cost-benefit comparisons incl. Azure Hybrid Benefit; Power BI dashboards that showed management boards where the same applications ran in different versions.

Delivery governance & risk

Sub-project lead of a team of up to 12 with schedule and budget responsibility, deputy to the delivery lead; Azure services integrated into operating models with RACI; the phased migration from Active Directory to Entra ID planned.

Career

Beispiel Zentralbank (BZB)

08/2012 – 08/2013

Example IT Services

International

10/2013 – 04/2015

Helix Technologies Schweiz AG

10/2017 – 10/2019

Initech Solutions AG

10/2019 – 02/2021

Globex Consulting AG

07/2021 – 11/2023

Beispiel Kantonalbank (BKB)

12/2023 – 02/2026

Swiss Federal VET Diploma in

Informatics and Federal

Vocational Baccalaureate

(commercial)

08/2009 – 08/2013

BSc Business Information

Technology

09/2013 – 07/2017

MSc Business Information

Technology

09/2017 – 07/2019

Work and education, 2009 – 2026. ● Architecture & consulting ● Development ● Education

Experience

● 2023 – 2026

ICT Architect

Beispiel Kantonalbank (BKB), Zürich

12/2023 – 02/2026

Architect at a Microsoft enterprise customer: cloud recommendations, standards and roadmaps for projects 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
- Advised the cloud value stream: architecture compliance and solution proposals based on the Microsoft Azure service catalogue
- Co-owned the IT system inventory; Power BI dashboards as a basis for decisions in management boards
- Created training material and presented at internal and external boards

○ 2021 – 2023

Consultant · Sub-project Lead, Cloud Architecture

Globex Consulting AG, Zürich

07/2021 – 11/2023

Advised clients in several industries on cloud transformation strategies and delivered them, with a focus on cloud architecture, cybersecurity and project management.

- Led a project team of up to 12 incl. schedule and budget responsibility; deputy to the delivery lead
- Global cloud transformation: migrated 1,000+ servers across 50+ countries to Azure (lift & shift)
- Weekly client presentations; business cases and cost-benefit comparisons (incl. Azure Hybrid Benefit)
- Integrated Azure services into operating models incl. RACI; planned the phased migration from Active Directory to Entra ID
- Designed and implemented cloud security services (WAF, load balancer); connected SIEM and monitoring tools globally

○ 2019 – 2021

Consultant; Senior Consultant from 01.2021

Initech Solutions AG, Zürich & Bern

10/2019 – 02/2021

Consulting in public-sector and insurance projects.

Team lead for IT architecture, engineering and API management in a federal office's IT transformation, incl. budget, schedule and stakeholder management with public-sector and partner organisations

10/2019 – 10/2020

Azure cloud integration for a major health insurer: coordinated stakeholders and developers on the new cloud integration strategy (Azure landing zone approach); proof of concept to integrate an on-prem Oracle DB into Dynamics 365

11/2020 – 02/2021

- Onboarded and coordinated new team members

○ 2017 – 2019

Junior Software Engineer (Master@Helix) · Technical Sales Support

Helix Technologies Schweiz AG, Zürich & New York

10/2017 – 10/2019

- Worked with the CTO of Helix Switzerland in pre-sales; cloud training for sales peers
- Implemented Watson AI services on a Pepper robot for a client at Helix Research

○ 2013 – 2015

Software Developer SAP/ERP (alongside studies)

Example IT Services International, Zürich

10/2013 – 04/2015

○ 2012 – 2013

Software Developer (Internship)

Beispiel Zentralbank (BZB), Zürich

08/2012 – 08/2013

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

Languages

German	Native	Persian (Farsi)	Native
Articulate in business talks and in social settings		Spoken in everyday life	
English	Fluent	French	Basic
Very strong business and above all technical vocabulary; less so in literature			
Korean	Basic		

Further skills

Customer & stakeholder	Stakeholder & C-level advisory, Presenting & training, Vendor evaluation, Business cases / TCO
Nimbus cloud & AI	Microsoft Azure (IaaS, PaaS), Entra ID, Azure OpenAI / AI Services, Power BI
Delivery & governance	Project management, SAFe, Scrum / Kanban, Operating models (RACI), Enterprise architecture (TOGAF, ArchiMate)

Contact

Email	alex.muster@example.com
LinkedIn	example.com/alex-muster
All CVs	agentix-labs-ch.github.io/job-application-generator/uebersicht
Based in	Zurich, Switzerland
Interests	Travel and backpacking (Asia, South America, South Africa), football (7 years FC Beispiel), fitness, boxing, diving (PADI Advanced Open Water Diver)

Cover letter

Alex Muster

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Nimbus Software Schweiz GmbH

Talent Acquisition

Beispielplatz 2

8000 Zürich

Zürich, 24 September 2026

Application: Customer Success Account Manager (job number NS-2317)

Dear Hiring Team

I have seen Azure adoption from both sides of the table. At Globex Consulting I helped deliver a global migration of more than 1,000 servers to Azure; at Beispiel Kantonalbank, as an ICT architect, I advised the CIO boards that decided, funded and governed the move to the cloud. As a Customer Success Account Manager, I want to bring both perspectives to your customers.

Swiss enterprises in regulated industries decide on Azure the way Beispiel Kantonalbank did: through architecture reviews, business cases and CIO boards. I know that path from the inside, and I would like to help Nimbus Software's customers go down it faster, from cloud adoption to AI.

What I bring:

- Trusted advice at board level: I have advised CIO boards and know what they weigh, from business priorities to procurement. I would use this to tie each customer's technology investments to the goals their leadership has set.
- Success plans with measurable value: as an architect I backed cloud decisions with business cases and dashboards. I would build Customer Success Plans the same way, with shared objectives and success measures that the customer's governance can track.
- Risks and dependencies: Azure migrations at Globex Consulting showed me where adoption stalls, from identity to operating models. I would raise these risks early and agree with the customer and the account team on who owns them.
- Nimbus depth: the Azure Solutions Architect certification (AZ-305), and I know the Azure service catalogue from the customer's point of view.

I would welcome the opportunity to discuss how I would lead Customer Success Planning for your customers in Switzerland.

Kind regards

Alex Muster

Enclosures

References and diplomas