

INGO SEXL

Certified IT Service Manager - ITIL® 4 Managing Professional

ingo.sexl@sitexs.biz | www.sitexs.biz | +49 162 4258311 | Munich, Germany



PROFILE

Structured, results-driven IT Service Manager with a holistic perspective on processes, IT systems, and business requirements. Extensive experience in global service delivery organizations, application operations, and demanding project environments.

Using strong methodological expertise in ITIL®, PRINCE2®, and modern agile frameworks, I support multinational enterprises in reliably managing IT services within complex multi-provider landscapes and executing service transitions effectively.

I systematically integrate Agile and DevOps principles into established service management structures to sustainably improve quality, speed, and transparency.

Preferred Work Location: Germany & international (remote preferred)

Languages: German (native), English (fluent)

KEY ACHIEVEMENTS

- Developed, implemented, and led the European application operations for BMW Financial Services and Alphabet GmbH. Established a scalable IT Service Management framework based on ITIL® and modern governance structures.
- Managed complex international service transition and rollout projects, aligning with IT strategy, governance, and compliance requirements.
- Introduced agile ways of working within operational IT teams, significantly improving time-to-delivery, service quality, and process flexibility.
- Standardized and optimized key ITSM processes (Incident, Problem, Change, Release Management) and integrated modern visual management and KPI steering mechanisms, reducing disruptions and escalations measurably.
- Implemented efficient multi-provider structures, established KPI and reporting systems, and sustainably reduced operational and service costs through automation, preventive quality measures, and improved DevOps-oriented collaboration.

PROFESSIONAL EXPERIENCE

IT Service Manager (Freelance) – Daiichi Sankyo Europe

12/2022 - present

- Successfully transitioned multiple IT applications into stable operations and managed the full implementation phase within a complex international cloud and application landscape.
- Established a transparent communication, governance, and steering structure between the customer, globally operating software vendors, and service providers, ensuring sustainable collaboration.
- Continuously analyzed service levels, identified deviations across international stakeholder groups, and initiated targeted improvement measures. Evaluated and authorized proof of concepts from external vendors.
- Modernized ITSM processes in line with ITIL 4, eliminated inefficiencies, and embedded agile practices in operations, resulting in a 25% reduction in incident resolution time and a 20% reduction in incident volume.
- Took operational responsibility for Incident, Problem, and Change Management; effectively prioritized incidents and changes; and coordinated third-level support and vendors in a demanding multi-provider environment.

IT Service Manager (Freelance) – Fondsdepot Bank

10/2022 – 04/2023

- Ensured stable application operations of the integration API responsible for transaction processing used by the distribution partners of one of Germany's leading fund platforms.
- Supported the technical onboarding of new partner systems and coordinated integration with the bank's internal core systems.
- Took ownership of Incident, Problem, and Change Management, and managed third-level support and external service providers.
- Analyzed operational workflows, identified optimization opportunities, and initiated improvements according to ITIL 4, leveraging agile service management methods.
- Optimized process flows and communication paths, reducing incident management response times by 20% and interface-related disruptions by 15%.

IT-Consultant (Freelance) - BA IT-Systemhaus Nuremberg

09/2017 - 09/2022 & 05/2023 – dato

- Supported one of Germany's largest IT landscapes and modernized and stabilized services for ESB/SOA platforms and containerized and hybrid cloud environments.
- Developed a conceptual redesign of service delivery after a major reorganization. Redefined roles, responsibilities, and interfaces, transitioning the team into a scalable, agile service model.
- Held full IT coordination responsibility for a multi-day, business-critical major project and executed extensive technical changes, including cutover, rollout, and recovery plans.
- Ensured end-to-end operations of test, training, and production environments in accordance with ITIL 4 and agile delivery models, coordinating operational workflows across infrastructure and platform operations.

- Managed technical change requests, major maintenance activities, and complex incidents end-to-end, assessed risks, and orchestrated go-live and maintenance windows with architecture, cloud, and development teams.

IT Service Manager (Freelance) - BMW Group Munich

05/2016 - 07/2017

- Planned, managed, and monitored the transition of all BMW Bank application components into a new data center based on corporate strategy and ITIL principles.
- Analyzed configuration items using SQL within PostgreSQL databases and developed generic migration and release procedures to standardize technical processes.
- Prepared and coordinated cutover and release plans in close alignment with operations, maintenance teams, local entities, and central release management.
- Developed test methodologies and validation approaches to ensure service quality and system stability after migration.
- Optimized release planning and achieved a measurable 20% reduction in provisioning times through data-driven bundling of IT components, significantly improving process reliability.

Start-up / Transition Manager (Freelance) - BMW Group Munich

06/2012 - 03/2016

Projekte: BMW Financial Services China & Spain

- Managed migration and go-live of business-critical frontend, back-office, and contract management systems for two international subsidiaries, ensuring delivery on time and within quality requirements.
- Owned release management, developed non-functional requirements, defined SLAs with business stakeholders, and created standardized operating, monitoring, and backup procedures for a scalable IT operation.
- Implemented a unified ITIL-based Incident, Change, and Problem Management framework, established KPI structures, and trained operations teams to ensure consistent service quality.
- Continuously assessed system maturity, executed targeted improvements, designed a structured system monitoring approach, and centralized infrastructure and operating models, including a successful service delivery transition to Romania.
- Improved cost and service performance through consistent process and infrastructure optimization: 15% cost reduction; increase of second-level resolution rate from 20% to 85%.

IT Service Manager (Freelance) - BMW Group Munich

07/2011 - 05/2012

- Assessed IT service process efficiency of external providers, identified structural weaknesses, and implemented improvements that reduced long-running incidents from four weeks to three days, and prevented approximately 40% of major incidents following changes.
- Redesigned the support model for a multinational application environment and integrated twelve European markets into a unified ITSM framework including Incident, Change, Problem, Event, Access, Request, and Release Management.

- Evaluated European software and system architecture and initiated measures to increase stability, scalability, and operational quality. Strengthened team maturity through targeted training in architectural fundamentals and underlying business processes.

IT Service Manager (Managing Partner) – Sitexs GmbH Munich

04/2005 - 03/2010

- Founded Sitexs GmbH with a focus on IT Service Management and led the company as managing partner to a stable seven-figure annual revenue. Responsible for personnel management, business development, and a team of 12 employees.
- Built and operated the complete application operations for the European branches of BMW Financial Services and Alphabet GmbH, taking full operational responsibility as a certified IT Service Manager.
- Managed service delivery for around 30 productive applications and completed more than 160 transition projects, including technical support, deployments, Incident, Problem, and Event Management, as well as Service Level, Capacity, Availability, Continuity, Configuration, and Business Relationship Management.
- Improved application performance through targeted server and database optimization, technical analysis, load testing, and tailored software adjustments.
- Increased customer satisfaction by reducing incident and problem resolution times by approx. 15%. Improved operational workflows and service transitions, achieving an annual cost reduction of approximately 10%.

EDUCATION

Business Administration (Business Informatics)

Wissenschaftliche Hochschule Lahr

CERTIFICATIONS

Certification	Organization
ITIL® 4 Managing Professional	PeopleCert / Axelos
ITIL® V3 Expert	EXIN / APM Group
PRINCE2® Agile Practitioner	EXIN / AXELOS
PRINCE2® Practitioner	PeopleCert / Axelos
COBIT5® Foundation	APMG International

TECHNICAL SKILLS

Cloud & Platform Services

- Experience with Azure-based operating models and hybrid IT landscapes

- Coordination of cloud providers and infrastructure, network, and security teams
- Technical understanding of key cloud concepts (IAM, monitoring, logging, scaling, deployments)
- Experience with container-based operations and database platforms (e.g., MariaDB, MySQL, PostgreSQL, MongoDB)
- Support and governance of cloud transitions and migration initiatives in enterprise environments

Core Technologies (basic technical understanding across all categories)

- Operating Systems: Windows (Enterprise), Solaris, AIX, HP UX (basic technical understanding)
- Servers & Middleware: Windows Server, IIS, WebLogic, Apache, JBoss/WildFly, Glassfish (basic technical understanding)
- Databases: Oracle, MS SQL Server, MySQL, containerized DBs (MariaDB, PostgreSQL)
- Network & Communication: Ethernet, TCP/IP, SMTP, Connect Direct (Legacy: SNA, PCAnywhere)

Programming & Integration

- Solid understanding of modern web and scripting languages (HTML, CSS, JavaScript)
- Strong command of relational database languages (SQL, PL/SQL)
- Broad technical knowledge of common enterprise technologies (J2EE, ASP.NET, PHP, XML, SOAP, Perl, VBScript)
- Experience reading and evaluating code in Incident, Problem, and Change processes
- Familiar with API concepts, interface communication, and integration architectures (REST, SOAP, ESB/SOA)

Products, Tools & Applicationen

- ITSM: ServiceNow, BMC Remedy
- Process & Modeling: BIC, ARIS
- Collaboration: Confluence, Jira, SharePoint
- Monitoring & Performance: Grafana, Kibana, Nagios, HP Sitescope, Precise (Oracle & SQL), HP LoadRunner
- Quality & Testing: HP Quality Center, HP ALM
- Integration & ETL: BizTalk, SeeBeyond, SSIS, Informatica Powercenter
- Reporting & Analytics: SSRS, Crystal Reports, Siebel Analytics/OLAP
- Business Applications: Siebel OLTP/CRM, SHS Guardean

METHODS & FRAMEWORKS

Service- & Governance-Frameworks

- ITIL (Service Operation, Service Transition, Service Design)
- PRINCE2 & PRINCE2 Agile
- COBIT (Governance, Risk & Compliance)
- Continual Improvement & KPI-Management

- Provider management and multi-vendor-governance

Agile & Lean Delivery

- Scrum and Kanban (team- and process management)
- Agile Delivery & Agile Service Management
- Lean IT fundamentals
- Value Stream Mapping (IT operations & service transition)
- Continuous Improvement (CI)
- Visual Management (dashboards, boards, KPI flows)

DevOps & Modern Collaboration

- DevOps Collaboration principles (build-run alignment)
- Continuous Delivery & Continuous Integration (fundamentals)
- Cross-functional team collaboration
- Agile prioritization techniques (e.g. WSJF - basic understanding)
- Servant Leadership