Kevin Isenberg
Senior Technical Program Manager

Dynamic and innovative strategist with a comprehensive management experience, I've consistently delivered cutting-edge IT and business solutions to a diverse range of clients, from large multinational corporations to start-ups. My proven success includes leading teams at Microsoft, Accenture and Volkswagen Group IT Solutions, making significant contributions that exceed project expectations. As an entrepreneur, I successfully founded and continue to operate Uretao, an inventive online platform for collectors. Ready to embrace new challenges and opportunities, I bring a unique blend of leadership, passion and tech-driven entrepreneurial spirit, poised to deliver impactful results

Work Experience

Senior Technical Program Manager
Microsoft | Hamburg | December 2024 — present
Serving as a strategic enabler for Sovereign Cloud Operations, I spearhead the transformation of mission-critical training ecosystems and service governance frameworks. I designed and deployed a centralized Microsoft Loop training hub that resolved 5+ critical blockers, reducing content creation delays by 40% while achieving 100% audit readiness for all Sovereign Operators training materials. My introduction of standardized assessment templates became the benchmark for cross-functional teams.

I revolutionized operational workflows by pioneering Standard Operating Procedures, implementing Kanban-based tracking and iterative feedback loops that compressed delivery timelines by 25%. My RACI framework implementation brought unprecedented clarity to Microsoft & Sovereign Operator collaboration, closing 100% of MUST requirements while mitigating operational risks.

As a champion of AI-augmented service management, I integrated Responsible AI principles into training workflows and engineered real-time Pulse dashboards that enabled Sovereign Operators to establish fully compliant IT service organizations.

Cloud Advisory Manager
Accenture GmbH | Hamburg | June 2022 — November 2024
Serving as a catalyst for growth, I am adept at identifying key client requirements, assembling the right resources and onboarding 70+ employees across all IT departments of a major financial services provider in Germany. I have been instrumental in formulating ITIL 3/4-based IT operating models, seamlessly integrating governance and blending these models into clients' service management processes on a company-wide scale

My tactful strategies led to optimized delivery processes, reducing the lead time from six to three weeks which dramatically lifted efficiency. As an active participant in numerous generative AI task forces, I identified several optimization use cases for substantial clientele in the banking sector, spearheading a team managing all AI sales-related matters in my field and I am in charge of the further development of AI assets (digital avatars, sentiment analysis)

IT Project Leader
Volkswagen Group IT Solutions | Wolfsburg | January 2021 — Mai 2022
As a driving force behind the strategic HR transformation initiative at VW AG, I successfully coordinated three technical delivery teams based in Germany, India & Portugal to implement SAP SuccessFactors and impacting 700.000 employees directly. My strong leadership covered 38 international team members and liaising with two associated companies. I fostered a trustworthy relationship with the client and managed to expand team capacity from 20 to 50 members by leveraging synergies

Aiming for seamless collaboration, I implemented an agile Scrum of Scrums model across providers, advancing the story point design and facilitating the transition to a DevOps support organization with ITIL 4. I collaborated closely with the legal team to onboard an Indian subsidiary as a GDPR-compliant provider of confidential data. Moreover, I also developed an effective position management reporting for the company assuring optimal resource allocation

Source of inspiration & founder
Uretao | Hamburg | January 2021 — present
Identifying potential in the collectors' market, I successfully launched and developed a user-friendly online platform with Angular, NodeJS + Express. By setting up a fully functional online shop, Uretao sells trading card accessories and provides

appraisal services. Implementing marketing strategies backed by AI technologies, the platform expanded its reach across social media platforms (Instagram, YouTube, TikTok), offering a seamless shopping experience and appraisal services

Head of (IT) Project Management
Volkswagen Classic Parts | Wolfsburg | April 2018 — December 2020
In a multifaceted role, I conceptualized and launched an e-commerce ecosystem using Adobe Experience Manager and Magento for VW AG's B2C & B2B customers. I successfully navigated a tight budget, leading a team of six internal members in harmony with two external IT providers. One of my significant achievements was reducing the program cost by 20% through strategic project prioritization. Furthermore, I streamlined the company's project landscape refining it from over 100 projects down to 20 by introducing a lean project portfolio management approach for senior leadership. This strategic move contributed significantly to improving operational agility across the company

Member of the Advisory Board
Financial Network for Excellence | April 2018 — March 2019
Consulting and mentoring of the board, growing the club to over 200 members

International Consulting
ERGO UK | Birmingham | April 2017 — August 2017
Served as the PMO for an agile project that delivered a comprehensive sales management system, managing seven team members operationally. The project spanned three years with a small seven-figure budget. Performed diligent product backlog management, employed SCRUM methodology and enhanced efficiency with test automation using Selenium IDE

Group Systems
ITERGO | Hamburg | December 2016 — March 2017
Experienced in software development using SAS and VB, proficiently utilized SAS-Macros for data management tasks. Developed a tool for efficient metadata management, leveraging Access and ER-models. Implemented SCRUM methodology to drive project efficiency and productivity.

Sales Management Systems
ITERGO | Hamburg | August 2016 — October 2016
Provided consultation services, including comprehensive evaluation, consolidation and selection of external staff. Conducted in-depth data analysis for the sales department using a host system

International Consulting
ERGO UK | Birmingham | June 2016 — August 2016
Offered strategic consulting services, focusing on the development and implementation of a robust test management process. This involved process capture using ADONIS tool, development of a comprehensive contract overview and proficient business process modelling

Internal Accounting Coordination – Internship / Observation
ITERGO | Hamburg | March 2016 — April 2016
Internal & external accounting in SAP, consolidation of balance sheets

Engineering Process Group, Customer and Provider Management International
ITERGO | Düsseldorf | October 2015 — January 2016
Engaged in consultancy services, performing project audits and implementing Capability Maturity Model Integration (CMMI) as part of the international process model. Utilized PowerShell for scripting and automation tasks

Chief Financial Officer
Financial Network for Excellence | Hamburg | August 2015 — March 2018
Spearheaded the creation and establishment of a trading club, initiating an effective accounting and reporting system. Under my leadership as CFO for two years, I launched a virtual portfolio project enabling members to develop informed investment recommendations. The club grew to an active membership of over 200, fostering a space for modern investment exploration and practical learning of trading techniques

Sales Management Systems
ITERGO | Hamburg | March 2015 — July 2015

Provided strategic consulting services as part of a large-scale sales optimization program, undertaking in-depth analysis of the competition process. Leveraged SCRUM & HP ALM testing tools for efficient data analysis & evaluation of the systems

Sales System Development
ITERGO | Hamburg | August 2014 — Januar 2015
Software development as part of level 2 service organization with COBOL, DB2, JCL, RDz & SQL

Education

B.Sc. Computer Science and Business Management
Nordakademie | ITERGO Informationstechnologie GmbH | Hamburg | August 2014 — March 2018
Integrated degree program | Project Management | Robotic Process Automation | 2.6

Abitur
Gymnasium Farmsen | Hamburg | August 2006 — June 2014
Profile: Physics | Degree: A levels | 2.3

Certificates

ServiceNow IT Leadership Professional
ServiceNow | July 2025
Skills: IT Strategy | Digital Transformation | Enterprise Architecture

Registered Product Owner@Scale
Scrum Inc. | September 2023
Skills: IT Strategy | Digital Transformation | Enterprise Architecture

ITIL 4 Foundation
PeopleCert | May 2022
Skills: Service Management | Digital Transformation

DevOps Professional Certificate
PagerDuty & LinkedIn | July 2025
Skills: CI/CD | IT Modernization

DEI Awareness Professional Certificate
LinkedIn | July 2022
Skills: Inclusive Team Leadership