

# Michal Zampach

**CIO / Group IT Director | Technology, Data & AI Transformation**

Prague, Czech Republic | Open to relocation across Europe

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## EXECUTIVE PROFILE

Technology executive with 25+ years in IT and 15+ in senior leadership across telecommunications and regulated digital businesses. Has built and led multi-country technology organisations, modernised SAP and cloud platforms, established data and cybersecurity governance, and scaled enterprise AI adoption. Combines strategy with practical operating-model design, commercial discipline and reliable service delivery. Recent work extends this into generative AI, agentic workflows and automation.

## PROFESSIONAL EXPERIENCE

### Independent AI & Technology Activities

Prague | Feb 2026 - present

- Provides pro-bono advisory support on digital transformation, enterprise AI adoption and technology strategy.
- Works with generative AI, agentic workflows and automation, testing practical patterns for knowledge work, decision support and productivity.
- Publishes professional commentary on AI, cybersecurity and technology transformation on LinkedIn.

### Allwyn Group - Group IT Director (CIO scope)

Prague / London / Lucerne | Jun 2023 - Jan 2026

Group-level technology leadership across enterprise IT, business applications, data, AI, cybersecurity governance and service operations in CZ, UK and Switzerland.

- Defined Group IT strategy and built a multi-country operating model: around 40 central Group IT roles, with alignment across a wider federated technology community of 100+ people.
- Led SAP S/4HANA Public Cloud, SuccessFactors and Concur as part of a broader enterprise-platform modernisation, covering roadmap, vendor coordination, adoption and operational ownership.
- Established PMO and portfolio governance across roughly 60 cloud services and applications, bringing architecture, security, operations, commercial decisions and lifecycle management into one view.
- Defined Group data governance and reporting architecture. Business teams owned report quality; technology provided platforms, controls and operating support. Led AWS / Databricks data capabilities and the move to Power BI.
- Led a Microsoft-based enterprise AI adoption programme with user enablement, governance guardrails and adoption tracking. Active use reached 45% of employees within ten months.
- Established cybersecurity operations and shared COBIT / ISO 27001-aligned governance, with technology accountability across IAM/PAM, vulnerabilities, incidents and audit remediation.
- Steered Group-wide collaboration initiatives affecting 10,000+ employees and governed a mixed internal/vendor L1-L3 support model.
- Owned an approximately EUR 5m Group IT budget and supplier strategy. Negotiations delivered 10-40% reductions against initial offers and approximately EUR 500k in annual run-rate value.

### Fortuna Entertainment Group - Group Technology Governance Manager

Prague | Jan - Jun 2023

Technology governance, IT operations and delivery transformation across sportsbook, gaming and payments platforms.

- Helped move delivery from waterfall towards a product operating model, using two-week release cycles and quarterly planning while balancing customer outcomes, technical debt and operational stability.

- Led approximately 20 specialists and external consultants across technology governance, operations and delivery improvement.
- Introduced stronger change-management discipline and SLA/SLO practices; customer-complaints reporting reduced resolution time by 30%.
- Managed an annual budget of approximately EUR 1m, including software licences, procurement and vendor responsibilities.

## **DEUTSCHE TELEKOM / T-MOBILE CZECH REPUBLIC | 1996 - 2022**

More than two decades of technology leadership across Deutsche Telekom Group and T-Mobile Czech Republic, spanning cloud production, shared services, product management, enterprise architecture, service operations and high-availability customer platforms.

### **Deutsche Telekom Pan-Net CZ - Managing Director**

Czech Republic & Europe | 2018 - 2022

- Served as statutory Managing Director of the Czech entity and led the local cloud production hub.
- Built a new cloud production centre backed by approximately EUR 2m investment and delivering services to Group operators.
- Led onboarding of a major customer into a high-availability cloud environment within a roughly EUR 30m project and EUR 10m direct investment context.

### **Deutsche Telekom Pan-Net - Senior Manager, Product & Service Excellence**

Europe | 2017 - 2021

- Managed relationships with European operating-company customers for shared cloud and ICT platforms; customer satisfaction improved by 30%.
- Worked as Product Owner / Product Manager, translating customer requirements into capability priorities and backlogs for agile delivery teams, with ITIL-based service management across shared platforms.

### **Deutsche Telekom AG - Enterprise Program Manager**

Europe | 2016 - 2017 | reported to SVP Technology Europe

- Functionally led around 60 people across five workstreams to establish Pan-Net branches and production capabilities in five European locations.
- Established a Cloud Test Factory in Zagreb in eight months and an EU Service Operations Centre in Bucharest in ten months, with ITIL processes and 24/7/365 delivery.
- Led cloud infrastructure deployment and multi-country migrations to One.ERP.

### **Deutsche Telekom AG - Technology Shared Services Manager**

Europe | 2013 - 2015 | reported to SVP Technology Europe

- Developed shared technology service centres serving ten European countries across three technology domains.
- Mentored around 50 professionals, including six direct manager-level reports, while introducing common processes, methodologies and performance management.

### **T-Mobile Czech Republic - Senior Head of Technology Strategy & Architecture**

Prague | 2010 - 2013 | reported to CTIO

- Built and led the Technology Strategy & Architecture function: direct team of seven, matrix leadership of roughly 80 domain experts, and lifecycle governance across 457 applications and systems.
- Connected capability roadmaps, architecture, lifecycle and investment planning across an estimated EUR 250-300m annual technology-cost environment; platform decisions delivered about EUR 200k annual savings.
- Worked in a carrier-grade environment where critical services operated at 99.999% availability, combining enterprise architecture, ITIL-based operations, ISMS support and business-continuity thinking.

## Corporate Development Architecture Expert

Prague | 2008 - 2010

- Performed technology assessment, target-architecture and integration planning for acquisition and migration of approximately 170,000 customers.

## Senior Head of Voice Messaging Development & Earlier VAS Engineering Roles

Prague | 1996 - 2008

- Led end-to-end lifecycle of customer-facing Voice & Messaging platforms in a programme environment above EUR 100m over four years, with a multinational engineering team of about 25 people across two countries.

## EDUCATION & PROFESSIONAL DEVELOPMENT

Executive MBA, 2019-2021 - University of St. Francis / Brno University of Technology (VUT Brno)

MSc (Dipl. Ing.) Telecommunications & Computer Science, 1997-2002 - Czech Technical University in Prague

Languages: Czech (native) | English (C2) | German (A2)

Training / credentials: SAFe Product Owner/Product Manager (2021) | Six Sigma Black Belt (2020) | ITIL / ITSM | Kanban & Agile Transformation | Design Thinking & Innovation

Other activities: Speaker, 20th itSMF conference (Jan 2026) | Guest lecturer in project management, Brno University of Technology (2021) | Cesko.Digital volunteer (2020)

## LEADERSHIP & CORE CAPABILITIES

**Leadership:** Multi-country IT leadership | Operating models | Organisational transformation | Coaching & empowerment | Executive stakeholder management | Portfolio and roadmap governance

**Enterprise technology:** SAP S/4HANA Public Cloud | SuccessFactors | Concur | Enterprise architecture | AWS / Databricks | Power BI | Cloud platforms | Product & platform lifecycle

**AI, data & automation:** Enterprise AI adoption | AI governance | Data governance | Generative AI | Agentic workflows | Process automation | Analytics and reporting architecture

**Operations, security & commercial:** ITIL / ITSM | High availability | Cybersecurity governance | COBIT / ISO 27001-aligned controls | Vendor strategy | Budget ownership | Cost optimisation