

Michal Zampach

Group IT Director & Technology Transformation Executive | Secure AI Adoption & Resilient Operations

Prague, Czech Republic | Open to relocation across Europe

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EXECUTIVE SUMMARY

Technology and transformation executive with experience leading multi-country IT organisations, enterprise platforms, secure AI adoption and resilient technology operations in regulated environments. Helps organisations modernise enterprise IT, improve delivery reliability and build governed technology capabilities across business applications, data, cybersecurity and service operations.

Combines Group IT leadership with practical experience in SAP S/4HANA Public Cloud, SAP SuccessFactors, SAP Concur, AWS data platforms, Microsoft-based AI adoption, cybersecurity governance, ITIL / ITSM and ISMS / ISO 27001-aligned practices. Known for translating business strategy into pragmatic roadmaps, clear operating models, disciplined delivery and measurable business value.

PROFESSIONAL EXPERIENCE

Allwyn Group – Group IT Director (CIO scope)

Prague | Jun 2023 – Jan 2026

Group-level technology leadership for a multinational lottery and gaming company, covering IT strategy, business applications, data, AI adoption, collaboration platforms, cybersecurity governance and digital operations across several countries.

Built a multi-country Group IT operating model combining central governance, local execution and external delivery capacity.

Defined and implemented a Group-wide IT and digitalisation strategy across Allwyn entities in CZ, UK and CH, aligning technology priorities with business growth, operational resilience and efficiency.

Delivered large-scale ERP transformation using SAP S/4HANA Public Cloud, including roadmap governance, business process digitalisation and vendor coordination.

Implemented SAP SuccessFactors and SAP Concur, digitalising HR and finance processes and strengthening the Group business applications landscape.

Led a Microsoft-based AI adoption programme, combining user enablement, governance guardrails, adoption tracking and continuous improvement; achieved 45% active enterprise usage within the first 10 months.

Steered Group-wide productivity and collaboration initiatives impacting 10k+ employees, including large-scale conferencing platform deployment and a shared intranet strategy.

Established cybersecurity operations and ISMS / ISO 27001-aligned governance practices, improving audit readiness and technology risk management.

Defined technology project management methodology and started the PMO to improve portfolio transparency, prioritisation and delivery discipline.

Scaled and structured the Group IT organisation to 40 people across three countries, combining central governance with local execution and external delivery capacity.

Accountable for a multi-million-euro budget; led vendor strategy, technology procurement and commercial negotiations, achieving 10–40% savings against initial offers.

Aligned local IT Directors and business stakeholders on strategic Group-wide initiatives, delivering measurable value including €500k annual savings and stronger collaboration across business units.

Fortuna Entertainment Group – Group Technology Governance Manager

Prague | Jan – Jun 2023

Directed technology governance, IT operations and delivery-control improvements across sportsbook, gaming and payments platforms in a regulated digital business.

Led a team of approximately 20 specialists and external consultants across technology governance, operations and delivery improvement.

Strengthened change-management discipline, SLA/SLO practices and operational control across technology delivery.

Delivered customer complaints reporting and improved resolution time by 30%.

Managed an annual budget of approximately €1m, including software licences, procurement and vendor-related responsibilities.

Deutsche Telekom Headquarters / T-Mobile Czech Republic

Bonn, Bratislava & Prague | 1996 – 2022

Held multiple senior leadership roles across Deutsche Telekom Group and T-Mobile Czech Republic, focused on technology strategy, shared services, cloud transformation, service operations, ERP migration, architecture, product ownership and multi-country transformation in regulated, high-availability telecommunications environments.

Deutsche Telekom Pan-Net CZ – Managing Director

Czech Republic & Europe | 2018–2022

Led the Czech cloud production hub with full local responsibility and infrastructure transformation accountability.

Built a new cloud production centre backed by €2m investment, delivering services to Group operators.

Defined Group cloud onboarding strategy for local operators and led cloud transformation programme.

Onboarded a major customer into a high-availability cloud environment (€30m project value, €10m investment).

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

Europe | 2017–2021

Managed customer relationships with local operating companies for shared cloud and ICT platforms, increasing customer satisfaction by 30%.

Served as Product Owner/Product Manager, prioritising the backlog for agile delivery teams.

Introduced ITIL-based service management processes across shared platforms, improving service stability.

Enterprise Program Manager (reported directly to the SVP Technology Europe in Bonn)

Europe | 2016–2017

Led transformation in high-availability environments requiring service continuity, operational resilience and a zero downtime mindset.

Delivered a programme to establish local Pan-Net branches in Athens, Budapest, Warsaw, Prague and Zagreb, including five local workstreams and direct/indirect functional management of 60 people.

Set up an EU-wide Service Operations Centre in 10 months, implementing ITIL-based processes and 24/7/365 service delivery.

Deployed cloud ICT infrastructure and led multi-country migrations to the One.ERP platform.

Technology Shared Services Manager (reported directly to the SVP Technology Europe in Bonn)

Europe | 2013–2015

Developed and established shared technology service centres serving 10 European countries across three technology domains, creating a common operating model for shared expertise and delivery.

Implemented common processes, methodologies and performance management across multiple SSC locations.

Mentored around 50 professionals, including six direct reports at manager level, improving capability and consistency of delivery.

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

Prague | 2010–2013

Led technology strategy and architecture for a major mobile operator, reporting directly to the CTIO.

Established and led the technology strategy and architecture unit, and managed a direct team of seven people and cross-functional teams of up to 40 people.
Implemented T-Mobile's technology platform strategy, connecting architecture, platform lifecycle and investment planning into a cross-technology roadmap that delivered approximately €200k in annual savings.
Led cross-functional technology strategy, budget coordination and architecture alignment across the division.
Connected long-term technology roadmap, operational resilience and business priorities in a highly available telecommunications environment.

Corporate Development Architecture Expert

Prague | 2008–2010

Conducted technology assessment and strategy for acquisition of 170,000 customers.

Senior Head of Voice Messaging Development & Earlier Roles (VAS Engineering)

Prague | 1996–2008

Built up a multinational team of 25 people in two countries focused on VAS engineering.

EDUCATION

Executive MBA 2019–2021 – University of St. Francis / VUT Brno

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

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

CERTIFICATIONS & TRAINING

CISM candidate (June 2026) | SAFe POPM (2021) | Six Sigma Black Belt (2020) | ITIL / ITSM | Kanban & Agile Transformation | Design Thinking & Innovation

OTHER ACTIVITIES

Speaker: 20th conference of IT Service Management Forum, itsMF, January 2026 | IT conference, May 2025 | Guest Lecturer on project management: Brno Technical University (2021) | Česko.Digital volunteer (2020)

LEADERSHIP & MANAGEMENT APPROACH

Builds multi-country IT organisations with clear roles, accountabilities, governance and leadership expectations, combining central direction with local ownership. Creates clarity, ownership and delivery discipline without unnecessary bureaucracy. Develops managers and specialists through coaching, empowerment and clear expectations.

Clarifies accountabilities, roles, governance, processes and KPIs to reduce complexity, stabilise delivery and improve predictability.

Leads transformation through transparent communication, practical prioritisation and visible business value.

CORE COMPETENCIES

Leadership & Business

People leadership & operating model | Organisational transformation | Change management | Budget planning | Cost optimisation | Business case development | Commercial negotiation | Multi-country leadership | Portfolio & roadmap management | Budget ownership | Commercial governance | Vendor strategy & management | Product & platform lifecycle | Stakeholder management | Secure AI adoption | Predictable delivery

Technology & Domain

Technology strategy and architecture | SAP S/4HANA Public Cloud | SAP SuccessFactors | SAP Concur | AWS data platforms | Cloud engineering | High-availability platforms | Enterprise & solution architecture | DevOps / IaC | ITIL / ITSM service operations | SOC / NOC setup | Cybersecurity governance | Data governance | ISMS / ISO 27001-aligned governance practices