

Michael Weiße

AI Enablement & Transformation | International Delivery & Governance

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Rhein-Main location · open to hybrid working with coordinated presence in Hamburg · available from Q4 2026

PROFILE

I bring structure to complex AI and transformation initiatives: strategic goals become clear priorities, actionable Workstreams and decisions that advance Delivery.

As a PMP®-certified transformation and IT project manager with around ten years of international Delivery experience, I steer programs across countries, regions, vendors, and technical teams – from UAT and migration through to go-live, Hypercare and stable operations. I use AI pragmatically to improve Delivery and collaboration: hands-on, with clear Guardrails and Human Review.

CORE COMPETENCIES

- AI Enablement & Transformation ▪ International Program & Project Delivery
- Strategy-to-Execution Translation ▪ Executive, Business & Technical Communication
- Pragmatic Problem-Solving & Hands-on Delivery ▪ Stakeholder Alignment & Conflict Resolution
- Governance & Quality Gates ▪ AI Workflow Design ▪ Process & Portfolio Structuring
- Change & Communication Planning ▪ Risk, UAT, Migration & Go-live ▪ Human-in-the-Loop
- Responsible-AI-Guardrails

CAREER JOURNEY

	TS Project Manager NTT DATA, Inc. ▪ Bad Homburg	since Jan. 2026
	TS Senior Associate Project Manager NTT Germany AG & Co. KG ▪ Bad Homburg	2021 –2025
	TS Project Coordinator NTT Germany AG & Co. KG ▪ Bad Homburg	2018 –2021

EDUCATION

B.A. Business Administration – Industry Duale Hochschule Baden-Württemberg ▪ Mannheim – Dual study program with a focus on Industrial Management – Focus on Marketing and Human Resource Management.	2015 – 2018
International Business Administration (study period) Hanzehogeschool ▪ Groningen	2012 –2015

CERTIFICATIONS

- PMP® – Project Management Institute (2025)
- CAPM® – Project Management Institute (2022)
- CPMAl – in preparation (AI project lifecycles, Data Readiness, Trustworthy AI)

AI, AUTOMATION & ENABLEMENT PROJECTS

Meeting Automation with Microsoft Power Automate

Independently built and used in everyday work. Teams transcripts are processed into structured Meeting Minutes and Action Items, safeguarded against fabricated content and manually reviewed before handover to Microsoft Planner.

AI-supported Deliverables & role-based Workflow Model

Change and communication plans created with AI and reviewed in a separate review step for completeness, consistency, and risks. The underlying role model for creation, Quality Review, and improvement was documented and tested in practice; confidential information is kept consistently separate.

CPMAI learning application – local MVP

A functional learning application designed with Next.js and developed with AI support. The MVP comprises 297 questions as well as Practice, Exam, Review, and Dashboard functions; multi-user login and cloud synchronization are planned as the next expansion stage.

AI Community & Knowledge Transfer

Active contribution to an internal AI Community focused on AI Project Delivery. Co-developed learning and exchange formats on the specific management of AI projects and presented them to a cross-functional audience including management.

Structured Delivery Approach for AI Projects

Contributed to a phase model for AI projects with Governance principles and Quality Gates. The approach was aligned internally and tested in practice for the first time in a concrete project context.

PROJECT HISTORY

Project Manager: AI-supported service platform in Microsoft Dynamics 365

05.2025 - present

Steers the design of an AI-supported platform for automating and scaling customer interactions. Connects existing systems, CRM, interfaces, and Conversational AI into an actionable overall picture and translates strategic goals into clear Workstreams for architecture, integration, reporting, and Delivery. Ensures that AI is not introduced in isolation but fits into existing processes and operating models.

Technologies: Conversational AI · Large Language Models · APIs · CRM-Integration · AI Analytics

Project Manager: Microsoft Teams Voice – solution concept and rollout planning

02.2024 – 05.2025

Designed and structured rollout planning of a cloud-based Microsoft Teams Voice solution. Translated enterprise telephony requirements and prioritized business use cases into an actionable solution concept with clear milestone and resource planning.

Brought business, sales, and technical teams together and supported the initiative from requirements gathering through commercial approval to implementation readiness.

Focus areas: Microsoft Teams Voice, Unified Communications, Use Case and Requirements Management, milestone and resource planning, stakeholder management.

Project Manager: Indoor Navigation & Asset Tracking

11.2023 – 06.2025

Planning and further development of a Proof of Concept for indoor navigation and asset tracking in a clinical environment. Coordinated the technical integration of BLE/WiFi tracking and platform components, brought business units, technical teams, and other stakeholders together, and ensured structured validation. This created a robust basis for deciding on a possible rollout and optimizing operational processes.

Project Manager: Management of UC operations and telephony changes

09.2023 – 10.2025

Over a multi-year period, steered the further development of a company-wide telephony environment. Coordinated changes to routing, configurations, and additional service scopes between business units, engineering, and Managed Services.

Through regular coordination, transparent effort management, and clear prioritization, ensured that the service remained stable while still being able to respond to new requirements.

Focus areas: Unified Communications, telephony operations, Call Routing, Managed Services, Change Management, effort and performance management.

Project Manager: Microsoft Dynamics 365 Customer Service Contact Center

12.2024 – 03.2026

Was responsible for the further development of a cloud-based contact center solution based on Microsoft Dynamics 365. Translated functional requirements into a prioritized backlog, steered Deployments across development, test, and production environments and supported the solution through to stable operations. Remained close to implementation even after releases and provided hands-on support in Hypercare and stabilization.

Technologies: Dynamics 365 Customer Service · Power Platform · Azure Communication Services · Power Virtual Agents

Project Manager: Global Rollout of a Microsoft Teams Voice platform

04.2023 – 11.2025

Led the global migration of an organically grown telephony infrastructure to a cloud-based Unified Communications platform. Coordinated regional rollouts, providers, technical dependencies, and decisions, and kept risks and impacts on ongoing operations transparent. The goal was a simpler system landscape, lower operational complexity, and a reliably scalable voice platform.

Technologies: Microsoft Teams Voice · Direct Routing · Operator Connect

Project Manager: Modernization of Teams telephony and Endpoint Management

01.2023 – 12.2023

Structured the delivery of the introduction of a Microsoft Teams-based telephony solution and the modernization of Endpoint Management. Coordinated the integration of Microsoft Teams into an existing Alcatel-Lucent Enterprise environment and combined technical implementation with structured change and adoption management.

Was responsible for project start, planning, engineering coordination, go-live, verification of emergency call functions, and acceptance.

Focus areas: Microsoft Teams Telephony, Alcatel-Lucent Enterprise, Microsoft Endpoint Manager, Intune, emergency call concept, change and adoption, go-live and acceptance management.

Project Manager: Cisco ISE Network Access Control – Proof of Concept

11.2022 – 05.2024

Build a Proof of Concept to evaluate a Cisco ISE-based network access control solution. The goal was to validate policy-based authentication and secure network onboarding as a basis for a later rollout decision.

Coordinated Scoping, engineering, vendor support, issue resolution, and stakeholder communication, and ensured a structured and traceable evaluation of the results.

Focus areas: Cisco Identity Services Engine, Network Access Control, Proof of Concept, vendor and TAC coordination, evaluation and decision support.

Project Manager: Global Migration to Microsoft Teams Voice

10.2022 – 01.2024

Steered the migration of an international legacy telephony landscape to a cloud-based Microsoft Teams Voice platform across sites in Europe, North America, and Asia. The goals were a more unified communication platform, lower operational complexity, and the replacement of existing PBX and Avaya systems.

Was responsible for steering the Workstreams for carrier onboarding, number migration, analog endpoints, Cutover and Service Transition. Coordinated business, providers, and internal Delivery teams through to stable handover into operations.

Focus areas: Microsoft Teams Voice, Operator Connect, Direct Routing, AudioCodes ATA and OVOC, Avaya, international Rollout, Cutover Management, Carrier Management, Service Transition, escalation management.

Project Manager: Microsoft Teams – Proof of Concept

09.2022 – 05.2023

Executed a vendor-funded Proof of Concept to evaluate selected Microsoft Teams features. Coordinated technical specialists, customer communication, and the execution of the planned tests with the aim of demonstrating the concrete business value of the solution.

Was additionally responsible for the coordination and handling of the co-funding with Microsoft through to controlled project closure.

Focus areas: Microsoft Teams, Proof-of-Concept management, Microsoft ECIF, consulting coordination, stakeholder communication, commercial handling.

Project Manager: Software-Defined Access and Network Security Transformation

08.2022 – 01.2024

Initiated and delivered the development and implementation of a software-defined network access architecture with integrated access control. The goals were the modernization of the campus network structure and stronger segmentation based on unified security policies.

Coordinated architecture, engineering, technology reports, planning, and commercial management from initiation through to project closure.

Focus areas: Cisco DNA Center, Software-Defined Access, Cisco ISE, network segmentation, Access Control, technology evaluation, architecture and Delivery management.

Project Manager: Modernization of a Factory Network

08.2022 – 10.2023

Steered the modernization of the local network at an industrial production site. The existing Switching infrastructure was replaced with high-performance Cisco Catalyst components to create a stable and scalable foundation for production operations.

Coordinated hardware procurement, suppliers, logistics, and on-site installation, and resolved bottlenecks and escalations together with the teams involved.

Focus areas: Cisco Catalyst 9500, LAN modernization, structured cabling, hardware procurement, supplier management, logistics, on-site Deployment.

Project Manager: Modernization of telephony and network infrastructure

08.2022 – 09.2023

Orchestrated the renewal of the telephony and network infrastructure across multiple sites. Coordinated the replacement of endpoints and site components, the expansion of an Alcatel-Lucent Enterprise solution, and the redesign of the network infrastructure for modern on-site and remote work.

Was responsible for status management, scope changes, effort estimates, and commercial clarifications through to closure.

Focus areas: Alcatel-Lucent Enterprise, network planning, Remote Access, Hardware Refresh, Windows licenses, change and status management.

Project Manager: International Voice and CRM Integration

08.2022 – 08.2023

Executed a cross-country integration program for voice and business applications in France, Poland, Spain, the Netherlands, and Belgium. Connected SIP-based carrier telephony and Session Border Controllers with Microsoft Teams and Salesforce.

Coordinated engineering, provider onboarding, roadmap, dependencies, and acceptances across the individual country Workstreams.

Focus areas: SIP Trunki, Session Border Controller, Microsoft Teams Voice, Salesforce, international rollout, carrier and provider management, CRM and service integration.

Project Manager: Integration of an Avaya legacy telephony solution

08.2022 – 07.2023

Led the controlled integration and transition of existing Avaya telephony components into a new target environment. Coordinated adapter-based interfaces, engineering, vendors, and migration tests.

Supported the resolution of open technical issues as well as the commercial finalization through to project closure.

Focus areas: Avaya, Legacy Voice Integration, adapter and interface integration, INTIP, migration tests, vendor coordination.

Project Manager: Strategy for a future-ready wireless infrastructure

08.2022 – 09.2023

Steered the development of a long-term WLAN and Private 5G strategy for a German industrial site. Facilitated workshops, connected technical requirements with business priorities, and guided stakeholders through the necessary technology and architecture decisions. The result was an actionable roadmap that considered feasibility, security, costs, risks, and scalability together.

Project Manager: Strategy for WLAN and Private 5G

08.2022 – 05.2023

Development with the project team of a future-ready wireless infrastructure strategy for a strategic site. WLAN and Private 5G were assessed with regard to technology, target architecture, security, costs, risks, and scalability.

Facilitated stakeholder workshops and structured requirements interviews and translated the results into a robust technology report and an actionable roadmap.

Focus areas: WLAN, Private 5G, Wireless Architecture, technology evaluation, requirements workshops, roadmap, decision management.

Project Manager: Contact center reporting and wallboard solution

05.2022 – 05.2023

Introduction of a reporting and wallboard solution for real-time transparency in service and support teams. Coordinated functional requirements with business and presales as well as engineering, development, and troubleshooting.

Was responsible for licensing matters, stakeholder alignment, and commercial finalization through to closure.

Focus areas: Contact center reporting, real-time wallboards, dashboards, Requirements Management, license management, presales, engineering and development management.

Project Manager: Introduction of a CyberArk PAM solution

03.2022 – 11.2024

Was responsible for the end-to-end Delivery of a Privileged Access Management solution and coordinated client, vendors, and implementation teams across all project phases. Created transparency over scope, budget, schedule, risks, and dependencies, and ensured that open decisions and escalations were clarified early. Governance was not an end in itself but rather the foundation for reliable and controlled implementation.

Technology: CyberArk Privileged Access Management

Led the development and introduction of a standardized project lifecycle approach. The goals were more consistent project structures, traceable reporting, and a robust Governance foundation for the Delivery organization.

Conducted stakeholder interviews, documented project coordination and workflow processes, and supported Steering Committees with dashboards and structured reporting.

Focus areas: Project Lifecycle Management, PMO, Work Breakdown Structure, Earned Value Management, process definition, workflow optimization, Steering-Committee-Reporting.

LANGUAGES & TOOLS

Languages: German – native ▪ English – professional.

Tools: Microsoft 365 (Word, Excel, PowerPoint) ▪ Microsoft Teams, Power Automate ▪ Microsoft Planner ▪ Microsoft Project ▪ Microsoft Visio ▪ Dynamics 365 (project context) ▪ Jira ▪ SAP ▪ Copilot / AI productivity tools ▪ ChatGPT ▪ Claude (Chat / Cowork / Code) ▪