



Marco Klein

Technical Leadership · Solutions Design · Team Enablement

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Technical leader with nearly 20 years of experience designing reusable solutions, enabling teams, and aligning technical, operational, and commercial perspectives in cross-cultural environments. Led teams of 3 to 20 across Europe and India, designed organization-wide applied solutions, delivered bilingual cross-continental rollouts and training, and co-led technical implementation of a strategic CRM/ERP integration. Seeking roles at the intersection of solutions design, technical leadership, and team enablement in quality-driven organizations where technical depth informs decisions and active enablement is core.

Highlights

- Led developer coordination and documentation, and co-led analysis and design for strategic CRM/ERP consolidation integration, unlocking multi-million-dollar cost savings
- Architected a unified project scaffold (layout, monitoring, framework), powering ~500 projects/year and cutting build time, runtime, and data processing by ~10%
- Delivered 1,000+ time-critical projects across ~20 years with only 2 data-impacting errors, by sustaining precision even under high concurrent workload
- Orchestrated offshore delivery across 3 countries and 20+ rotating developers over 11 years while governing quality via code reviews, standard processes, and agile coordination
- Sustained Confinity on-premise stability for 11 years through 5x user growth (~30 to 150), covering platform administration, hands-on support, standards, and escalations
- Trained 130+ users via 20+ bilingual training sessions and documentation, and coached 4 apprentices (3 to permanent roles), driving organization-wide standards adoption and growing internal talent

Experience

GfK GmbH / NIQ · Enterprise Applications · Nuremberg, DE

◆ MuleSoft Software Engineer

since 07/2023

Driving platform enablement through the MuleSoft Center for Enablement (C4E) in a post-merger environment, promoting its mission, services, and integration opportunities while contributing to integration architecture and API design

- Owning team responsibility since 08/2025 as primary contact for integration architecture, platform, and projects
- Led developer coordination and documentation, and co-led analysis and design for strategic CRM/ERP consolidation integration (2024/2025)
- Guided 5-8 offshore developers in India as Scrum Master and Product Owner, aligning backlog, delivery flow, and coordination

GfK SE · Operations · Nuremberg, DE

◆ Senior IT Specialist & Technical Lead

01/2018 - 06/2023

Led the scripting and coordination team (3-11 members) as functional team lead and department deputy, owning capacity planning, hiring, apprenticeship coaching, coordination with ~15 rotating offshore developers, and final escalation point for the most complex implementations

- Steered the ~20-person department as interim head for six months and maintained delivery after 70% team reduction (11→3) by tightening prioritization
- Designed and delivered a semi-automated global NPS measurement system as technical lead, with configurable Qualtrics surveys, automated data flows via APIs, and Python consolidation pipeline
- -Resolved production-critical incidents under time pressure through versioned rollback design, protecting data integrity and client deliverables

◆ IT Specialist

01/2015 - 12/2017

Owned end-to-end service delivery for mid-to-high complexity projects, including costing, effort estimation, offshore coordination, and Conformat administration and support, and took on apprentice supervision

- Ported a real-time quality monitoring module to Unicom Dimensions, supporting adoption through documentation and ~10 bilingual training sessions
- Represented DACH operations in global technical initiatives including platform evaluations, standardization decisions, and data processing automation design
- - Conducted on-site root cause analysis in Bulgaria and Romania after significant quality drops, documenting findings that initiated organizational process changes

◆ **Junior IT Specialist**
07/2011 - 12/2014

Advanced into mid-to-high complexity project execution and consulting, continued Conformat administration and support, and established coordination with offshore developers

- Created the organization's first responsive layout, eliminating mobile workarounds, enhanced a real-time quality monitoring module with improved detection algorithms, and architected a component-based scripting framework
- - Architected a unified project scaffold from all three and drove adoption as global standard across Europe and India through bilingual training sessions, documentation, and hands-on enablement

◆ **Senior IT Assistant**
04/2010 - 06/2011

Took on increasingly complex projects, expanded into design and feasibility consultation, and continued Conformat administration and support

- Built reusable interactive components (ranking, sliders, media players) as configurable modules for team adoption, and maintained a shared function library

GfK AG · Group IT · Nuremberg, DE

◆ **Senior IT Assistant**
07/2009 - 03/2010

Delivered on-site first-level support for ~1200 employees across hardware, software, phone systems, and printer fleet, including vendor coordination, and maintained an inventory management web app, improving usability and data integrity

Education

GfK AG · Operations · Nuremberg, DE

◆ **Computer Science Expert (Software Development)**
09/2006 - 07/2009

Dual vocational training in fast-paced project delivery environment, including Conformat administration and support, cross-platform function migration, and independent management of 10–12 concurrent projects during senior staff absence

Certifications

MuleSoft Certified Developer - Level 1

11/2023 • Salesforce

Professional Scrum Product Owner (PSPO I)

09/2021 • Scrum.org

Trainings

MuleSoft Integration Solutions Architect

11/2024 • Salesforce

MuleSoft Platform Architect

10/2024 • Salesforce

Skills

Technical Skills

Python	●●●
JavaScript / JSON	●●●
HTML / XML	●●●
CSS	●●●
RAML / OpenAPI	●●●
Confluence	●●●
Git	●●●
Jira	●●●

Methodologies & Practices

Technical Enablement	●●●
Business-to-Technical Translation	●●●
Solutions Design	●●●
Requirements Analysis	●●●
Agile / Scrum	●●●
Process Mapping	●●●

Self-Study

- Continuous learning in emerging methods and solution patterns focused on solutions architecture and design, spanning automation, data pipelines, cloud infrastructure, applied AI, and prompt engineering, with next expansion into containerization, modern frontend frameworks, and infrastructure automation
- Deepening understanding through hands-on experimentation in Python-based personal projects, including a RAG-based game master assistant, an audio-to-structured-notes generator with speaker recognition, and a health-constrained nutrition planner

Interests

Pen & Paper RPG

Structured rules meet improvisation, where plans spectacularly fail and memorable moments come from adapting together to the resulting chaos

Make Music

Piano and self-taught guitar, playing primarily by ear and using both for improvisation and expression beyond relying on fixed notation

Reading

Philosophy and world literature, including Orwell, Voltaire, Goethe, and Sartre, drawn to understand how people think, decisions get made, and how systems hold together or break

Dancing

Ballroom and rockabilly dancing, leading with clarity, adjusting mid-step to shifting beats, and staying present in the rhythm