

Marco Fernandez

IT Project Manager · Barista Trainer · Logistics Coordinator

Rosenheimer Str. 88, 81669 München · 0162 4831907 · marco.fernandez@outlook.de · DOB: 03.04.1987

PERSONAL STATEMENT

Dynamic and results-driven professional with over 15 years of cross-industry experience spanning IT project delivery, specialty coffee training, and supply chain coordination. Known for bridging technical and operational teams, driving efficiency, and mentoring junior staff. Fluent in four languages with a proven international career across Europe and South America.

PERSONAL INFORMATION

Date of Birth: 3 April 1987
Address: Rosenheimer Str. 88, 81669 München
Driver's License: Class B, BE, C1 & C1E

WORK EXPERIENCE

Senior IT Project Manager

2020 – present

Siemens AG, München

Led cross-functional teams of 20+ engineers delivering ERP migration projects across 12 European sites. Managed €4.2M budget; reduced delivery time by 18% through agile process re-engineering.

Logistics Coordinator

2017 – 2020

DB Schenker GmbH, Frankfurt

Oversaw inbound and outbound freight for 3 regional hubs. Implemented real-time tracking dashboards reducing customer complaints by 32%. Coordinated customs documentation for 40+ countries.

Head Barista Trainer

2014 – 2017

Starbucks Reserve, Berlin

Trained 80+ baristas across 6 flagship stores in advanced espresso techniques and customer service. Developed internal certification programme adopted nationwide.

Operations Analyst

2012 – 2014

Amazon Logistik GmbH, Leipzig

Analysed warehouse throughput data to identify bottlenecks. Proposed automation solutions that improved pick rates by 24%. Supported onboarding of seasonal workforce peaks of 500+ staff.

Junior IT Support Technician

2009 – 2012

T-Systems International, Bonn

First- and second-level IT support for 1,200+ corporate users. Managed ticketing system (ServiceNow), hardware rollouts, and VPN configuration.

EDUCATION

B.Sc. Business Informatics — Hochschule München (2009)

PMP Certification — Project Management Institute (2018)

SKILLS

- Negotiation: supplier terms, contracts and conflict resolution
- Clinical documentation: care plans, handovers and SOAP notes
- Warehouse operations: goods-in, slotting, picking, dispatch and inventory control

- Web development: HTML, CSS, JavaScript and responsive design
- Medication administration and dosage management
- Cloud platforms: AWS, Azure and Google Cloud fundamentals
- Blueprint and technical drawing interpretation

LANGUAGES

German	Native
English	B1
Italian	B1
Arabic	C2

INTERESTS

Specialty Coffee · Rock Climbing · Chess · Travel Photography · Podcasting · Hiking