Martin Hämmerli

AI ADOPTION & TRANSFORMATION | IT SERVICE LEADERSHIP | INFORMATION SECURITY

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PROFILE

IT leader at Microsoft Switzerland with over 20 years in enterprise IT and information security. I help organisations move AI from presentations into daily work: I build working AI prototypes myself, test them on real cases, report to leadership which claims are proven and which are not, keep people in control of the results, and enable teams to do the same. I translate complex technology into clear options that leadership can decide on.

AREAS OF RESPONSIBILITY

- **AI adoption and enablement** – take employees from curiosity to building their own solutions. *Grew a hands-on AI learning programme from 11 to around 800 employees in three global regions.*
- **AI in real workflows** – turn manual processes into tested AI prototypes with human review of uncertain results. *One prototype selected among the top 15 of a company-wide Microsoft hackathon.*
- **IT service leadership** – run IT services, partners and incidents for Microsoft Switzerland. *Around 1,200 employees at two serviced sites in Zurich; service satisfaction above target.*
- **Decision preparation and investment steering** – turn technical findings into costed options and secure budget decisions. *Persuaded another department to redirect a six-figure budget to a higher-impact project.*
- **Security and risk** – embed security in infrastructure, vendor work and incident follow-up. *Executive Master of Information Security.*

PROFESSIONAL EXPERIENCE

Senior IT Manager (Principal level) | Microsoft Switzerland — 2021 – present

- Lead field IT for Microsoft Switzerland, a dedicated Microsoft Area: network, meeting spaces and workplace technology for two serviced sites in Zurich.
- Steer internal teams, external service providers and contractors without line authority; approve repair and new installation work and co-lead office and innovation-space projects worth several hundred thousand CHF per year.
- Founded and run a hands-on AI learning programme that brought the whole IT organisation up to speed through live examples, later for Microsoft audiences on three continents; run its internal campaign myself.

Senior IT Manager | Microsoft Switzerland and Austria — 2014 – 2021

- Led a team of around 10 people and external vendors for six serviced sites in two countries with around 1,000 employees; responsible for the IT budget.
- Drove digital workplace transformation in the field, a coworking space with its own app, and IT for external events including the World Economic Forum. Role later focused on Switzerland as it became a dedicated Microsoft Area.

IT Manager | Microsoft Switzerland and Austria — 2008 – 2014

- Managed IT services, budgets and people for six serviced sites with around 700 employees.

Regional Site Manager | Microsoft Switzerland — 2004 – 2008

- Managed IT for five serviced sites in Switzerland with around 400 employees.

Security Consultant | Microsoft Switzerland, Services — 2002 – 2004

- Delivered PKI and rights-management solutions for global accounts in banking, pharma and telecommunications.

Earlier: product promoter, Microsoft Switzerland (1999 – 2001); trainer of driving instructors (1991 – 1999); apprenticeship as electronics technician.

SELECTED AI WORK

Prototypes: photo-based infrastructure audit and inventory validation (two proof-of-concept reports for leadership), inbox-triage agent, immersive learning environment, AI-produced training content. Walkthroughs on request.

EDUCATION AND LANGUAGES

Executive Master of Information Security | Lucerne University of Applied Sciences and Arts (HSLU)

Bachelor of Engineering, Computer Engineering | Zurich University of Applied Sciences (ZHAW)

Languages | German: native (including Swiss German), English: full professional proficiency