KAI-DIETRICH SCHEPPE

CIO / CTO | IT-Management | Cloud & SaaS | Interim Management

Uetze, Germany | +49 151 684 190 11 | kai@scheppe.net |
linkedin.com/in/kaischeppe/

Profile

Long-standing responsibility for IT and product organizations across portals, SaaS/POS
platforms, and cloud-based enterprise solutions. Core focus areas include IT strategy,
digital transformation, cloud migration (AWS, Azure, GCP), DevOps/SRE, IT operations,
as well as IT security and compliance (ISO 27001, audits, operational implementation),
and post-merger integration. Extensive experience leading international, distributed
teams, with responsibility for up to 200 employees and budgets of up to €25 million.

Core competencies

IT Management (CIO/CTO, Interim), IT Operations & Service Stabilization, DevOps &
SRE (Site Reliability Engineering), Cloud Migration, SaaS and Platform Architectures, IT
Security & Compliance (ISO 27001, GITC/TOM), Digital Transformation, Post-Merger
Integration, Leadership of Distributed Teams

Professional experience

Head of Software and Product Development (CTPO) | Firmway GmbH, Frankfurt am
Main

09/2025 - Present

- Building and leading the software and product organization (internal and external
  teams) in the area of supply-chain resilience (deep-tech startup, pre-seed)
- Responsibility for product strategy, product roadmap, and overall technical
  architecture (cloud platform, data, integrations)
- Steering design, development, and infrastructure topics as an integrated product
  organization (discovery to delivery)
- Introduction and continuous improvement of agile ways of working (e.g.
  Scrum/Kanban, CI/CD, quality assurance) in a fast-growing environment

Results

- Definition and implementation of a scalable product and platform architecture for a B2B resilience platform
- Establishment of a clear product roadmap including MVP definition, initial customer use cases, and demo/PoC capabilities
- Creation of cross-functional collaboration between founding team, product, technology, and external partners

Interim Director IT | PAKi Logistics GmbH / Faber Group, Ennepetal

12/2023 - 07/2024

- Leadership of the IT organization (32 employees), reporting to the CFO and Group IT, with budget responsibility
- Stabilization of IT operations, infrastructure, and core applications (backup/recovery, application landscape)
- Introduction and optimization of support, incident, change, and demand management processes
- Establishment and further development of Scrum and agile working practices in development and application support
- Definition and implementation of an IT and digitalization roadmap (including ERP upgrade, Dynamics 365 CRM, DealHub CPQ)
- Implementation of IT security and compliance requirements (including GITC/TOM, backup/recovery, authorization concepts)
- Close collaboration with business departments, group functions, and external service providers to improve service quality and transparency

Results

- Restoration of IT resilience and significant improvement in internal IT customer satisfaction
- Noticeably more stable operations through clear processes and responsibilities in IT services and development
- Progress in cloud modernization and digital products (e.g. "Best Match", ERP/CRM/CPQ landscape)

Head of IT and Platform Operations (Group CIO / CIO) | Hospitality Digital GmbH / DISH Digital Solutions GmbH, Düsseldorf

09/2022 - 11/2023

- Overall responsibility for IT, platform operations, and product development (approx. 150–200 employees, budget €20–25 million)
- Responsibility for all B2C SaaS products and business support systems (SaaS/POS platforms, CRM, ERP, data, integrations)
- Stabilization and scaling of the cloud-based DISH SaaS platform (GCP, Kubernetes, microservices, CI/CD, test automation)
- Design of a target architecture for backend and business systems as well as integration of the Eijsink POS platform after the merger

Results

- Approx. 400% higher performance and around 66% lower operating costs in the core product "DISH Order"
- Successful integration of the Eijsink POS platform and market launch in multiple countries on a shared cloud/Kubernetes foundation
- Successful ISO 27001 recertification and secure handling of group-wide cyberattacks without significant system impact

Head of Software and Platform Development (Director Development) | StepStone Group, Düsseldorf

08/2015 - 08/2021

- Leadership of up to 25+ development teams (up to 180 employees in total) for platform and product development across CE and the UK
- Responsibility for central platform and development services as well as international product teams (cloud, tooling, shared services)
- Transformation of infrastructure into a cloud-native AWS architecture including security, standardization, and data center exit
- Introduction of DevOps and SRE practices, one-click deployment, automated testing, and standardized incident and ticket management

Results

- Reduction of cloud costs by around 50% over three years through standardization, consolidation, and AWS optimization
- Significantly increased release frequency and reduced time-to-market through one-click deployment and automated tests (800+ test cases in under 45 minutes)
- Noticeably higher platform stability and service quality (SRE model, more than 3,000 tickets per month in standardized processes)

Earlier Roles (Selected)

- Interim IT Expert / Technical Due Diligence - Avalia Systems
  10/2025 - 11/2025
- Head of Software Development - NewYorker GmbH, Braunschweig
  11/2012 - 07/2014
- Team Lead Software Development - T-Online / Deutsche Telekom AG, Darmstadt
  03/2003 - 10/2012
- Director of Product Integration - Mozquito Technologies AG, Munich
  05/2000 - 06/2002

Education

- 1993–1997 - University of Maryland, College Park (USA), Master of Science
- 1990–1993 - University of California, Santa Barbara (USA), Bachelor of Science (with honors)
- 1986–1989 - Santa Monica College, Santa Monica (USA), Associate Degree
- 1980–1984 - Fachoberschule Munich, University of Applied Sciences entrance qualification (Engineering)

Professional development

- 2022–2023 - The Human Impact Group, Executive Coaching
- 2018–2019 - THM - The Business Training People, Management Success Training
- 2016 - Successful Interview Techniques and Structures
- 2005–2013 - Various trainings in information and data security, leadership, and project management

Languages

- German: Native
- English: C2 / Native-level
- Italian: Basic knowledge