

Michael Rasmussen

Contact

Østre Alle 99
3250 Gilleleje
+45 2221 1177

m.rasmussen2920@gmail.com

[LinkedIn](#)

Education

Exec. MBA • Henley Business
School • Copenhagen/London

Master of Science • Production
Engineering • Technical University of
Denmark • Lyngby

Key Skills

Leadership & People Management
Customer Relations
IT Operations
Governance
Process improvement
Project Management
ITSM/ITIL
Scale-up

Profile

Experienced leader with a strong background in Technical Services, Customer Success, and IT Management. My industry expertise covers SaaS services, Retail, FMCG, Government, and Transportation. I bring a strategic and operational mindset, always with the customer at the forefront. My core strengths lie in developing talent across both technical and commercial domains, including Technical Services, Customer Success, and IT.

I am committed to client engagement, effective governance, process improvement, and collaborative results. My leadership philosophy centers around people-first approaches, cross-functional thinking, data-driven decision-making, and be open to innovative ideas.

Experience

June 2017 – November 2024

VP Technical Services • Queue-it

World's leading provider of traffic management for customers and end-users globally.
Leading the implementation, support and customer success of international clients 24/7 and integrating them into Queue-it's SaaS solution supported by teams in Denmark, the US and Australia.

March 2016 – May 2017

IT Operations Manager • Dagrofa

Group controlling distribution to Meny, SPAR, etc., 650 stores and Dagrofa Logistics.
Leading group IT operations incl. infrastructure and network services, application management, integrations and BI/DW.

September 2015 – February 2016

Chief Consultant • Statens IT

Agency for Governmental IT Services to ministries in the Danish Government.
Leading IT Operations and transition for Ministry of Education's infrastructure and network services to Statens IT.

December 2011 – September 2015

IT Manager • Arriva Scandinavia

Operates busses, trains and carsharing in Denmark/Sweden: 2500 users & 110 sites.
Responsible for IT in Denmark and Sweden: IT development, operations, and Support as well as Project Management and Governance via IT Partners.

August 2008 – November 2011

Business IT Director • Carlsberg Denmark

Produces & markets Denmark's biggest brands like Tuborg, Carlsberg and Coca-Cola.
Responsible for Project Management and Governance via IT Partners, Business Intelligence, Master Data and operation of Production IT.

January 2007 – July 2008

Director IT • ST Aerospace (SAS Component)

Supply organization that services components for the international aviation industry.
Responsible for IT in Scandinavia: IT strategy, operations & support incl. establishing a SAP/ERP project and separation of infrastructure from SAS.

December 1996 – December 2006

IT Manager • Peter Justesen Company A/S

May 1991 – November 1996

Project Manager • VELUX A/S

January 1989 – April 1991

Project Manager • Danisco A/S