

Carlos Fernández San Millán

Head of ICT & Acting CIO



📍 Milan, Italy

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Technology Executive | Digital Transformation | Research Computing
15+ Years Leadership | €14MM Budget | 25+ FTEs

Executive Profile

Senior technology executive with 15+ years leading enterprise technology operations, service delivery, cybersecurity, and digital transformation across international organizations. Experienced in scaling secure, reliable IT services for distributed teams, managing SaaS and enterprise platforms, and building governance models that balance speed with control. Proven track record leading 25+ FTE teams, owning 14M€ budgets, optimizing vendor ecosystems, and delivering measurable improvements in operational efficiency, process automation, and service quality. Strong partner to HR, Operations, Security, and business leadership on onboarding/offboarding, access governance, and workforce technology enablement.

Core Competencies

IT Strategy & Digital Transformation Enterprise Architecture Cybersecurity & Risk Governance

Security Controls & Compliance Governance IT Governance & Compliance

Cloud & Hybrid Infrastructure Data Center & HPC Operations ERP Modernization (SAP S/4HANA)

Program Management (PRINCE2) Service Management (ITIL) ITSM (Incident / Request / Change)

ServiceNow-Aligned Service Delivery SaaS Portfolio Governance & Optimization

Identity & Access Management (SSO/MFA/RBAC) Endpoint & Collaboration Platform Operations

Automation & Self-Service Enablement IT Operations for Remote/Distributed Workforce

Vendor & Contract Management Cross-Functional HR / Ops / Security Partnership

Budget Ownership (€14M) Team Leadership (25+ FTEs)

Professional Experience

Head of ICT & Digitisation (Acting CIO) Human Technopole

Jan 2023 – Present
Milan, Italy

- **Strategic ICT Leadership:** Own and govern enterprise IT strategy and operating model, aligning technology roadmaps with institutional goals, scientific excellence, and measurable service outcomes; lead 25+ FTEs with 7 direct reports.
- **Digital Transformation & Automation:** Sponsor enterprise-wide transformation, automation, and process redesign initiatives that improved operational efficiency by **30%** and reduced manual effort/processes by **45%**.
- **IT Operations at Scale:** Direct day-to-day operations across data center and HPC services, enterprise infrastructure, collaboration platforms, identity services, and critical business applications; sustain **99.99%** service reliability while enabling processing of **20PB+**.
- **Cybersecurity, Risk & Compliance Governance:** Establish and monitor GDPR/regulatory-aligned security controls, governance frameworks, and policy enforcement, reducing security incidents by **60%**.
- **Service Management (ITIL):** Implement and govern ITIL-based incident, request, and change practices to increase service consistency and improve user experience across multidisciplinary teams.
- **Access Lifecycle & Identity Governance:** Strengthen joiner-mover-leaver processes, role-based access controls, and access governance in partnership with HR, operations, and security stakeholders.
- **SaaS & Enterprise Platform Governance:** Govern enterprise application lifecycle, provisioning standards, and vendor performance; direct ERP modernization from SAP ByDesign to SAP S/4HANA, including ecosystem integration and data-driven operational improvements.
- **Financial & Vendor Management:** Manage Opex/Capex budget and strategic supplier partnerships, delivering **25%** optimization with stronger SLA and contract outcomes.
- **Governance Roles:** Chairman, Internal ICT Advisory Board (IIAB); Member, Purchase Equipment Committee (PEC); Member, Large-Scale Data Committee.

Chairman, IT Review Panel European Council on Foreign Relations (ECFR)

Sep 2023
Berlin, Germany

- Chaired external IT department review panel and provided strategic recommendations for organizational technology governance and execution.

Data Center Infrastructure Manager Human Technopole

May 2022 – Dec 2022
Milan, Italy

- Led high-performance infrastructure operations, backup/DR strategy, and continuity controls ensuring 99.99% availability.
- Defined standards and processes aligned with regulatory and institutional requirements.
- Managed network security, campus MAN, centralized scientific data storage, procurement planning, and supplier contracts.
- Coordinated infrastructure maintenance and facility evolution with cross-functional teams.

Storage and Virtualisation Engineer Human Technopole

Jan 2021 – May 2022
Milan, Italy

- Managed central storage and virtualization platforms (PowerScale, NetApp, VMware, VDI), plus Linux services including Eduroam and RADIUS.
- Supported scientific computing demands in collaboration with research leadership and facility teams.

Systems & Virtualisation Engineer
European Molecular Biology Laboratory (EMBL)

Oct 2018 – Dec 2020
Heidelberg, Germany

- Managed VMware cluster (28 hosts, 650+ VMs) and international operations across EMBL sites.
- Administered NetApp environment (18 nodes, ≈9PB), including policy, QoS, quota, snapshots, and migration from 7-Mode to Data ONTAP.
- Planned and administered vSAN for GPU-driven VDI; managed backup with Veeam.
- Automated infrastructure workflows (Python), and managed services with Foreman/Puppet/Zabbix/Git.

Systems Engineer
European Molecular Biology Laboratory (EMBL)

Oct 2012 – Oct 2018
Heidelberg, Germany

- Delivered enterprise virtualization/storage operations and lifecycle upgrades (ESX/ESXi 4.1 to 6.7).
- Supported datacenter services, Linux administration, and enterprise applications (e.g., Alfresco, OwnCloud).

IT Manager
Digital Arts & Designers, S.L.

Jul 2010 – Sep 2012
Las Palmas de Gran Canaria, Spain

- Managed IT projects, Linux/server administration, network operations, infrastructure monitoring, and technical procurement/vendor relationships.

Freelance System Administrator
FIFA Refereeing Department

Jun 2010 – Jul 2010
Pretoria & Johannesburg, South Africa

- Operated Referee Channel e-learning and video-streaming infrastructure during the 2010 FIFA World Cup.

Earlier Career Positions
Various Organizations

1997 – 2010
Spain / USA

- Systems Administrator, Neuronal Software S.L. (2009–2010)
- Media Producer & System Administrator, University of Las Palmas de Gran Canaria (2008)
- IT Consultant (Freelance) (2005–2008)
- Technical Officer, Gran Canaria Espacio Digital (2005)
- Consultant, Gran Canaria Campus Junior Entrepreneurship (2004–2005)
- Project Manager & Developer, La Provincia – Diario de Las Palmas (2002)
- Laboratory Assistant, University of San Francisco (1997–1999)

Key Strategic Achievements

Digital Transformation Leadership

Led organization-wide digital modernization at Human Technopole, improving operational efficiency by **30%** and reducing manual processes by **45%**.

Cybersecurity & Compliance Framework

Implemented cybersecurity and data protection controls aligned with GDPR requirements, reducing security incidents by **60%**.

Research Computing Enablement

Expanded and stabilized HPC/datacenter capabilities supporting advanced scientific workloads at **20PB+** scale with **99.99%** service levels.

Financial Optimization & Vendor Strategy

Negotiated and structured multi-year vendor agreements, producing **40–60%** optimization in targeted contracts while improving support quality and operational continuity.

Education & Credentials

Technical Engineering in Computer Science

University of Las Palmas de Gran Canaria

2000 – 2005

Las Palmas, Spain

- Specialization: Systems Architecture and Infrastructure
- Activities: Gran Canaria Campus Junior Entrepreneurship

BSc Computer Science

University of San Francisco, School of Arts and Science

1996 – 2000

San Francisco, USA

- Activities: USF Men's Soccer Team

Summer Courses (Physics & Computer Architecture)

University of California, Berkeley

Summer 1998

Berkeley, USA

Professional Certifications

- ITIL 4 Foundation (Fast Lane, 2023)
- PRINCE2 Practitioner (Fast Lane, 2023)
- PRINCE2 Foundation (Fast Lane, 2023)
- VMware Certified Associate - Data Center Virtualization (VMware, 2013)
- Bacula Administrator I (Bacula Systems, 2021)
- Kubernetes Fundamentals & Operations (Amazic, 2019)

Selected Training

Instructor-Led

- 2023 – ITILv4 Foundation (Fast Lane)
- 2023 – PRINCE2 Foundation & Practitioner (Fast Lane)
- 2021 – Bacula Admin I (Bacula Systems)
- 2019 – Kubernetes Fundamentals (Amazic)
- 2016 – VMware vRealize Automation ICM
- 2016 – VMware vSphere ICM + Optimize & Scale
- 2015 – IBM Tivoli Storage Manager 7.1.1
- 2014 – Clustered Data ONTAP 8.2 Admin
- 2013 – Data ONTAP 7-Mode Admin

Online / Self-Paced

- VMware Skyline Support
- VMware Horizon 7
- Essential Container Concepts
- Containers & Orchestration (Beginner)
- Ansible Quick Start
- Puppet Quick Start
- DevOps Essentials
- Linux Command Line (Advanced)
- VIM & Git Quick Start
- NetApp ONTAP 7-Mode / 8.2 Modules

Technology Landscape

Infrastructure & Cloud

- Endpoint management
- Collaboration stack (M365)
- SSO / MFA / identity integrations
- Device security baseline
- VMware vSphere/Horizon
- OpenNebula, oVirt
- Linux (RHEL, CentOS, Debian, Ubuntu, SuSE)
- Windows Server
- Hybrid Cloud, Docker, Kubernetes

Storage & Data

- NetApp, DELL PowerScale, DELL PowerStore, Unity
- vSAN, QNAP, Synology
- Veeam, TSM, Bacula
- HPC / Research Computing
- Data Governance

Security & Operations

- Cybersecurity Frameworks / GDPR
- SMART
- ITIL 4 / ITILv4
- PRINCE2
- IAM / RBAC / Endpoint Security
- Audit Readiness & Compliance Controls Mapping
- LDAP / DHCP / DNS
- Zabbix / vROps / Foreman / Puppet / Ansible / Python

Tools & Platforms

- **ITSM:** ITIL-based service management (ServiceNow-aligned operating model)
- **Identity:** SSO, MFA, RBAC, directory-integrated access governance (Entra ID/Azure AD-compatible patterns)
- **Enterprise Apps:** SAP ByDesign, SAP S/4HANA, collaboration and productivity ecosystems
- **Infrastructure:** VMware, Linux, storage platforms, backup/DR, observability and automation tooling

Selected Projects

Referee Channel 2010 – 2012
Digital Arts & Designers S.L. International

- Built and operated server infrastructure for global referee e-learning and video-streaming platform.
- Supported usage across major competitions and institutions in Colombia, Spain, South Africa, Russia, and USA.

112 Accessible 2011
University of Las Palmas & Cátedra Telefónica Las Palmas de Gran Canaria, Spain

- Produced and organized technical content for award-winning project improving accessibility to emergency services.

IESCampus 2008 – 2010
Neuronal Software S.L. Las Palmas de Gran Canaria, Spain






- Supported infrastructure and platform operations for education portal serving secondary and baccalaureate curricula.

Prometeo 2007 – 2010
University of Las Palmas de Gran Canaria Las Palmas de Gran Canaria, Spain

- Contributed to e-learning platform based on web and streaming technologies aligned with Bologna Process requirements.

Languages & Professional Activities

Languages

-  **ES** Spanish – Native
-  **EN** English – Full Professional
-  **IT** Italian – Professional
-  **GL** Galician – Professional
-  **PT** Portuguese – Conversational
-  **DE** German – Very Basic

Professional Activities

- Chairman, IT Review Panel – European Council on Foreign Relations (2023)
- Contributor – Cell Reports Methods (2022)
- Advisory – Technology strategy for research institutions
- Industry engagement – conferences and expert panels


References & Additional Information

References

- Dr. Rupert Lück, Head of IT, EMBL – lueck@embl.de
- Prof. Dr. Cayetano Guerra Artal, University of Las Palmas de Gran Canaria – cayetano.guerra@ulpgc.es
- Dr. Florian Jug, Head of Research of Multimodal AI Across Scales Center – florian.jug@fht.org
- Additional executive references available upon request

Other

- Driving License – B
- SSI Diver Level 3 (MID 312710)
- Willing to relocate for executive opportunities

 I hereby authorize the processing of my personal data in accordance with GDPR 679/16 (European regulation on the protection of personal data).

 Additional references available upon request |  Open to international executive opportunities
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