



Michael Dabrock

Account Manager / IT Architect / Program Manager

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Professional Summary

Generalist leader with 20+ years in sales, account management, and program delivery, now leveraging cutting-edge AI expertise. Expert in bridging business strategy with technical execution, building client relationships, scaling teams, and delivering complex projects on time. Combines commercial savvy with hands-on AI knowledge to drive innovation and measurable business results.

Professional Experience

Google Account Manager

Teleperformance

April 2025 – Present

Managed German Google Ads clients, using AI to optimize campaigns and boost efficiency. Achieved top performer status in the German team for Medium Business in the third quarter of 2025, while ensuring compliance with Google policies.

AI Developer / Consultant

Self-Directed AI Development

December 2023 – Present

Balanced caring for my daughter with self-directed AI development, creating chatbots, voice bots, and custom LLM for clients using ChatGPT, Gemini, Grok, and Claude Code. Integrated tools like IIIElevenLabs and n8n to deliver innovative automation solutions.

Program Director

Cognizant

July 2011 – November 2023

Led critical projects as part of the global Code Red team, taking over high-stakes initiatives with worldwide deployment. Built programs from 20 to 180 consultants, including a major SAP project scaling to 380 team members, while serving as Engagement Manager for Mercedes Benz and leading a 40-person UI/UX team. Promoted to Program Director, maintaining client-facing roles throughout, with focus on strategic delivery and team growth.

Enterprise Architect

Wipro

January 2008 – June 2011

Served as Enterprise Architect in Spain and South Africa, designing scalable IT solutions for regional operations. As Program Manager, led a global project for a Spanish insurance firm, ensuring on-time delivery and enhanced performance through cross-continental team coordination.

Senior IT Architect

IBM / PwC Consulting

October 2002 – December 2007

Developed marketing logistics for Deutsche Post and established an SOA team in India for Deutsche Telekom. Served as EAI Sales Consultant and EAI Deputy Practice Lead across Europe, driving strategic IT solutions, and was promoted to Senior IT Architect for leadership in complex projects.

Education

Master of Industrial Engineering

Karlsruhe Institute of Technology (KIT), Germany

Focused on Informatics, Operations Research, and Mechanical Engineering, with a diploma thesis on integrating heterogeneous databases using machine learning for automated solutions. Gained practical experience through internships in management consulting and IT companies.

Skills

- Account Management
- AI Development (LLM Fine-Tuning, Chatbots, Voice Bots)
- Enterprise Architecture
- Program Management
- IT Consulting
- Cloud Technologies
- Team Leadership
- Stakeholder Engagement

Certification

- Certified Architect by IBM
- Certified Consultant by IBM
- Open Group Enterprise Architect by The Open Group
- TOGAF by The Open Group
- Stanford Advanced Program Management by Stanford University
- Scrum Master by Scrum Alliance

Languages

- German: Native | English: Fluent | Spanish: Basic