

# Markus These

Email: [markus@the5e.de](mailto:markus@the5e.de)  
LinkedIn: <https://www.linkedin.com/in/markus-these/>  
Phone: [+49 171 4577074](tel:+491714577074)

I am based in Fehmarn, Germany, and fluent in both German and English.

## Dear Hiring Team,

I am reaching out to express my interest in senior roles within engineering leadership and cloud infrastructure, such as Senior Engineering Manager, Cloud Engineer, or Cloud Architect. Over the past several years, I have built a strong background in cloud-native infrastructure and platform engineering, with a particular focus on the last five years spent in an Engineering Manager role.

During this time, I was responsible for building and leading cloud and infrastructure teams, owning the stability, scalability, and cost-efficiency of complex cloud platforms. I worked at the intersection of hands-on technical decision-making and people leadership, combining deep technical expertise with responsibility for team development, delivery, and long-term platform strategy. My role required close collaboration with product management, senior leadership, and stakeholders across the organization, as well as direct accountability for operational excellence and customer-facing reliability.

In the following sections, I outline my most recent experience and responsibilities in more detail, highlighting my work in cloud architecture, infrastructure automation, platform reliability, and engineering leadership.

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## Senior Engineering Manager – Cloud Platform & Infrastructure

commercetools

As Senior Engineering Manager for the Cloud Platform Team, I was responsible for building, evolving, and operating a business-critical cloud platform that serves as the technical foundation for all product and customer systems at commercetools. The platform supported a wide range of product teams and customers while meeting high demands for scalability, availability, security, and cost control.

In this role, I built and led a distributed Cloud Platform team of around 11 engineers from the ground up, spanning junior, mid, senior, and staff levels, with focus areas including cloud infrastructure, Kubernetes-based platforms, CI/CD and GitOps, observability, and developer enablement. A key part of my work was establishing clear ownership models while ensuring close, trust-based collaboration with product teams, SRE, security, and customer-facing teams.

My focus was on creating predictable and sustainable delivery. Together with tech leads, I managed priorities, architectural decisions, and dependencies, using engineering metrics to increase transparency around flow, bottlenecks, and quality. The goal was to reduce friction and enable teams to reliably deliver cloud and infrastructure initiatives with high quality.

In addition to delivery responsibility, I continuously evolved engineering operations. This included clear planning and feedback cycles, structured onboarding processes for new engineers, as well as regular retrospectives and improvement initiatives. A key part of my role was identifying organizational and technical blockers early and resolving them together with the involved teams.

Another major focus was the leadership and development of engineers. I was responsible for hiring, performance reviews, and individual career development, and actively coached engineers

across all seniority levels as well as tech leads. I placed strong emphasis on ownership, clear decision-making, technical excellence, and a culture of psychological safety and continuous learning. It was particularly important to me to create an environment in which people feel valued and enjoy coming to work - especially in a digital, distributed setup.

I deliberately treated the cloud platform as an internal product, owning its vision, roadmap, and priorities in close alignment with product management and stakeholders. By expanding automation and self-service capabilities, we significantly improved developer experience and reduced operational overhead for product teams.

Platform stability and operational reliability were also part of my responsibility. I supported incident response processes, facilitated root cause analyses, and implemented sustainable improvements together with SRE teams. The targeted expansion of observability solutions helped identify issues earlier and continuously increase platform resilience.

As an interface between engineering, product management, security, and executive leadership, I regularly reported on platform health, risks, costs, and strategic initiatives. It was important to me to communicate complex technical topics clearly and translate them into solid decision-making input for leadership.

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## Biography

2020 – 2026 | commercetools (+ frontastic)

*Engineering Manager & Product Manager – Cloud Platform*

- Built, led, and evolved a business-critical cloud platform team (11 engineers) with end-to-end responsibility for the entire infrastructure and platform technology stack of a global SaaS platform
- Built and led a Cloud Platform team (junior to staff-level engineers), including functional and disciplinary leadership
- Responsible for engineer satisfaction, development, and performance (coaching, feedback, career development)
- Overall responsibility for stability, availability, scalability, and operation of the cloud infrastructure
- Temporary support of additional engineering teams on infrastructure, platform, and operational topics
- Ownership of infrastructure costs, budgeting, and cost optimization (FinOps)
- Direct reporting line to C-level stakeholders, including risk, status, and decision communication
- Dual role as Engineering Manager and Product Manager with ownership for Infrastructure as a Product
- Definition, prioritization, and execution of roadmaps considering customer requirements, internal stakeholders, and strategic company goals
- Close collaboration with product management, SRE, security, and customer-facing teams
- Combination of deep technical expertise and strong people leadership skills
- Extensive experience in cloud-native architectures and multi-cloud infrastructures (GCP/GCE, AWS, Azure)

2011 – 2020 | Freelancer

*Infrastructure, Platform & DevOps Consultant*

- Overall technical responsibility for architecture, platform, and transformation projects across multiple clients—from traditional infrastructure to cloud and container platforms.
- Full technical ownership and decision-making authority for technology, architecture, and strategy
- Technical lead for the migration of a data center from on-premise operations to an external service provider
- Introduction of infrastructure automation and configuration as code
- Setup of source code management and CI processes for infrastructure and automation
- Implementation of continuous delivery and automated (vertical) deployments

- Enablement and training of internal teams transitioning to modern DevOps practices
- Decomposition of monolithic applications into microservices
- Design and operation of container infrastructures including high availability, failover, and disaster recovery
- Establishment of monitoring, alerting, and logging
- Implementation of blue/green deployments for risk-minimized releases
- Design and implementation of an internal “Kubernetes as a Service” offering including all required platform components

2006 – 2011 | 7P Solutions & Consulting AG (Member of SEVEN PRINCIPLES)

*Software Engineer (Frontend & Java) – later specialization in Infrastructure & DevOps*

- Development of high-performance web applications for enterprise customers
- Strong focus on frontend components and backend development (Java)
- Performance optimization and scalability of web architectures
- Close collaboration with design, backend, and infrastructure teams
- Introduction of continuous integration processes to improve code quality and release cycles
- Setup of automated build, test, and release pipelines

Thank you very much for your time and for reading.  
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