Max Yinan Xue

IT Workplace Technical Application Manager
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Professional profile

Nearly a decade in enterprise IT service and project delivery. At Inalfa's Group IT, I lead the design and improvement of our enterprise ITSM platform, govern SharePoint and Microsoft 365, and deliver applications and integrations for sales and other business teams. I work with regional IT, infrastructure teams and software vendors across Europe, North America, China and Korea.

Professional experience

Inalfa Roof Systems | 2025-Present

IT Workplace Technical Application Manager · Group IT
Manage global workplace services and enterprise applications across Europe, North America, China and Korea. Lead service design and integrations, coordinate vendors and manage application change and operational risk.

DXC Technology | 2023-2025

M365 Operations Manager · Volkswagen Group China and Audi China assignments
Coordinated Microsoft 365 Level 3 operations, escalation and root-cause investigation with Microsoft and global teams. Built PowerShell tools and developed procedures and training for support teams.

IBM & Kyndryl | 2017-2023

IT Engineer to Senior Technical Support Professional
Supported distributed users and worked with overseas vendors on complex technical issues. As a Global Mac Trainer, developed and delivered technical training in English. Built reusable learning materials and a SharePoint community site.

Selected work

Designing the next phase of enterprise ITSM

Lead solution design for Halo Phase 2 across change, knowledge, CMDB, service requests and integrations.

Turning a business request into a governed workspace

Coordinate a request and provisioning process connecting Halo, third-party services, Teams and SharePoint.

Coordinating application upgrades and incident response

Work with vendors and infrastructure teams on application dependencies, rollback and incident investigation.

Preparing business teams for SharePoint retirement

Prepare departments for transition while managing content, site access and ongoing collaboration needs.

Education and certifications

Indiana University Bloomington · B.S. in Informatics · Minor in Human-Centered Computing
PMP · ITIL v3 Foundation · Alibaba Cloud ACE Architect · Microsoft Azure Fundamentals (AZ-900)

Core skills

IT service governance · Application lifecycle · SharePoint and Microsoft 365 · Halo ITSM · PowerShell and PnP · Microsoft Graph · Power Automate · Vendor coordination · Business acceptance testing