
CURRICULUM VITAE



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PROFILE

(Project) Manager Operations Management and IT. Reliable, clear, focus on results. More than twenty years of experience in restructuring and business process innovation and IT. A background in engineering (HTS) and in Business Administration (University of Groningen). Certified Lean Six Sigma Black Belt. Certified Management Consultant (CMC and MMC). Certified Prince2 Practitioner. Certified Agile Project Management Practitioner. Experienced ScrumMaster.

I've learned to keep IT projects on track by managing the scope and involving stakeholders at the right time. Stakeholder management in the boardroom suits me well. I also love the I-technology and I'm well acquainted with IT architecture and cyber security topics. I talk to IT developers about the details in their own language. I always manage the daily stand-ups myself, so I am somewhat hands-on in making IT. Testing for example, I do myself on every development day. I want to know what is the quality of the software is, and get a feel of the teams performance. I make use of modern scrum tools such as an online scrum board (Issue Tracker, Jira).

My experience helps me in finding the right approach to the business. I am able to solve complex IT problems between the client and the supplier by manoeuvring them firmly in their roles. Humour always plays a role in my communication. My 'own' projects never go more than 15% over time or over budget and deliver on what we have agreed. Letters of Reference present.

KNOWLEDGE AND SKILLS

- Project and programme management
- Operational Excellence, Lean6Sigma proces improvement
- Management of information technology + broad IT knowledge
- Hands on in: Java (NetBeans 8.xx); MySQL; IDM tools (Microsoft AD, etc.).
- Architecture & Strategy development
- IT Operations Management
- ITIL / Service management
- Cyber security



Lean Six Sigma Black Belt.



Certified Management Consultant is a certification mark of the International Council of Management Consulting Institutes. This is an overarching institution of national associations for consultants of which the Nederlandse Orde van organisatiekundigen en – adviseurs is a member. (www.oaa.nl).

EDUCATION

Master in Business Administration (drs / MSc.) / Rijksuniversiteit Groningen (Graduated)

- Operations and Supply Chains
- Business development and Marketing
- Organizational and Management Control
- Strategy and Innovation

HTS / HZVS Terschelling Scheepswerktuigkundige (third rank)

COURSES

Cours / Institute	Content
Informatica / Hogeschool van Amsterdam	System Engineering
Prince2 / Axelos UK	Prince2 Foundation & Prince2 Practitioner in English. (Graduated)
Lean Six Sigma / Trivision	Lean Six Sigma <i>Black Belt</i> (Graduated) Fully certified (industry and services)
Agile Project Management / Axelos UK	Foundation & Practitioner in English. (Graduated)
Post Doctorale Opleiding Management Consulting (mmc-titel) / VU A'dam	Change Management (Graduated) Human, labour and organization Strategic management Organizational culture and communication Management of Information Technology Design of organizational structure Macro-economic outlook Industrial psychology Financial and economic control
NIMA / SRM Amsterdam	NIMA Marketing A, B, C (Graduated)
Communicatie / SRM	Communicatie A, B (Graduated)
CISSP / Axelos UK	Certified Information Systems Security Professional, in English. Security and Risk Management; Asset Security; Security Engineering; Communications and Network Security; Identity and Access; Security Assessment and Testing ; Security Operations; Software Development Security.

BIBLIOGRAPHY

- **'Lead IT or Lose IT'**, IT-hulpmiddelen voor business managers en product owners, EAN 9789081531009, second edition published in November 2015.
- **'Lead IT or Lose IT'**, IT-hulpmiddelen voor business managers, ISBN 978-90-815310-1-6, Managementboek top-50 in 2010.
- **'Handboek CRM'**, ISBN 90-7543-2828, Managementboek top-100 in 2003.

PROJECTS

Hands-on project and program management experience in dozens of projects from 1989 to the present. Clients: ABN-AMRO, Albeda College, Altrex, Amnesty International, Baarsma Gorredijk, Bataviawerf, Centrale Verwerking Openbaar Ministerie, CZ Zorgverzekering, Jones Lang Lasalle, LOI, Marnix Academie, Pon, Rabobank, Shell, Tensing, UWV (CWI), Viba, Waterbedrijf Groningen, Watermaatschappij Drenthe, Zadkine. Letters of reference can be obtained on request. Below an overview of the latest projects.

Rollen: PM = Project Manager; CO = Consultant; BB = Black Belt; SM = Scrum Master

Name project	Organisation	From	To	Role	Activities / results
ICT samenwerkingsschool Techniek.	Zadkine en Albeda College	Dec 2015	Today	CO	Counselling of the principals of the T & T Board for the realization of a completely new ICT infrastructure and its application landscape.
Implementatie ArcGIS	Waterbedrijf Groningen, Water Maatschappij Drenthe	Aug. 2015	Today	PM/SM	Configuration and data migration from two GIS applications into one common GIS system based on ESRI ArcGIS, which is supplied by Tensing.com. (Budget Indication > € 1 million).
ARA FLOW	Intertek	Sep. 2015	Oct. 2015	BB	DMAIC Project Plan and advice for optimizing the complete administrative process for the locations Rotterdam and Antwerp.
Realisatie DLWO	Marnix Academie	Nov. 2013	May 2015	PM/SM	Realization of a new SOA-based digital learning and working environment. (Budget Indication € 1.9 million.)
Projectleider Configuratie SIS	Leidse Onderwijsinstellingen bv	Mar 2013	Oct. 2014	PM/SM	Project leader for the configuration of a Student Information System for the LOI, LOI Kidzz and Study Plan (130,000 students).
Strategic Realignment Project " <i>Viba van handelonderneming naar Provider</i> ".	Viba NV	Dec 2011	Sep. 2013	PM/SM	Project leader of several parallel projects which give substance to a new strategic direction for Viba NV. Ranging from "Revitalization HR" to "Implementation of e-commerce."
Implementatie Trajectplanner en realisatie DLWO	Marnix Academie	Sep. 2011	Oct. 2013	CO	Steering committee member and IT manager a.i. to implement Trajectplanner.nl followed by project and for the realization of a completely new digital learning and working environment.
Cursus Projectmanagement	Altrex BV	Dec. 2011	Mar. 2012	CO	Developing and delivering an internal base training project management for Altrex in Zwolle.
Strategisch Plan	Viba NV	Aug. 2011	Dec 2011	PM	Full strategic planning cycle for new management. Rare opportunity to draw up a

SUMMIT	Pon Automotive	Feb. 2011	Oct. 2011	PM	completely new strategic plan. Topics: E-commerce and SCM. Program manager of the largest and most sophisticated CRM project within the Dutch automotive industry. Three sub-projects with a total of 72 FTEs distributed over among others the dealer organizations of five car brands.
Vervanging B&E	Marnix Academie	Nov. 2010	Aug. 2011	PM/SM	Selecting via a European tendering procedure and implementing a new student information and tracking system.
Lean Pilot Assemblage proces	AWL-techniek	Jul. 2010	Nov. 2010	BB	Restructuring of the assembly process of standard welding robot cells and the enhancement of the project work.
Retouren-project	Altrex	Mrc. 2010	Jun. 2010	BB	A fully sanitized and implemented (Infor ERP LN) returns process and an annual saving of E 150,000.
Mulder Beroepen	Centrale Verwerking O.M.	Oct. 2008	Apr. 2009	PM	First version of a new primary process system based on Siebel 8.0.
Implementatie Oracle	Shell Global Solutions	Dec. 2005	Apr. 2007	PM	Ontwikkelen en implementeren van een nieuw commercieel management systeem op basis van Oracle.

CAREER OVERVIEW

Period	05-2007 – Now
Organization	Vischarend BV (zie: www.nicobeenker.nl)
Function	Consultant Operational Excellence / PM <ul style="list-style-type: none"> • Projects & Consulting assignments • Process Improvement (operational excellence)
Period	01-2000 – 04-2007
Organization	Ordina NV
Function	Management consultant en Business Unit Manager Siebel Practice
Tasks	<ul style="list-style-type: none"> • Business Unit Manager (25 FTEs) plus external hiring • Delivery Manager, Project Manager, Consultant • Budgets, Business plan, acquire orders • Employee Satisfaction (on job placement, job evaluation, customer satisfaction, career development, coaching, assessment, training, compensation, transfer of information, meetings, entertainment and knowledge) Adequate quantitative and qualitative staffing (recruitment, selection, outflow)

Period **02-1997 – 12-1999**

Organization ABN AMRO Bank, Amstel Lease NV

Function Business Development Manager Equipment Lease

Tasks

- Business development vendor lease programs
- Responsible Budget
- Program Management IT programs in the field of E-Lease & CRM

Period **07-1996 – 01-1997**

Organization **De Koningh BV**

Function Manager Business Development & Marketing

Tasks

- Business development & Marketing of industrial coding machines

Period **07-1989 – 06-1996**

Organization Koninklijke Landré & Glinderman Groep NV

Function Manager Marketing & Communication

Tasks

- Manager (6 FTEs)
- Budget (NLG 1.5 - 3.5 million)
- Marketing plans affiliated companies
- Marketing Strategy Group (strategic portfolio management)
- Acquisition policy & Marketing Audits
- Capital leasing
- CRM

Period **11-1986 – 04-1989**

Organization Trusthouse Forte Ltd, London, U.K.

Function Assistant National Accounts Manager

Tasks

- Product Marketing Plans
- Product portfolio, stock, sales statistics
- Shipping & Packaging
- Sales promotions with retail chains