

Curriculum Vitae

Personal details

Name [Hajo Bakker](#)
Telephone +31 6 5472 6466
Email consultancy@hajobakker.com
LinkedIn <https://www.linkedin.com/in/hajobakker/>

Profile

I produce sharp analyses, solid advice and high-quality solutions. My analytical skills and experience help me in finding connections, similarities and differences. Quite a number of years of experience has built me a toolkit in which deducing and inducing play their part. My week is often filled with listening, asking questions, asking more questions and converting this to schematics, text and models.

My result-oriented approach, knowledge and experience in both IT and Business helps creating successful results. In many circumstances I am creative and enthusiastic, allowing me to motivate people around me, keeping interpersonal relations in mind. I get to the core of situations quickly and can reflect on them. I use my well-developed problem-solving skills together with a critical approach to create constructive solutions.

Work experience

Employer [HajoBakker Consultancy](#)
Position Freelance IT Business Consultant
Period 2009/10 - present
Tasks IT services for Medium- & Large Enterprises
2022/10 - 2023/12 [Kennisset/SIVON](#): Consultant / Business Analyst
Hired to analyse and document processes shared between Kennisset and SIVON, responsible for retrieving accountability and responsibility for phase / step / result. Amongst other I analysed processes top-down, aligned with stakeholders, with a model stored in Archimate as result. I made use of Archimate, Sparx Enterprise Architect.

LinkedIn reference(s)

Dirk Linden (CTO): Hajo creates well founded and documented analyses from organisations and processes. From these he builds really useful recommendations for improvement. Hajo is tenacious when needed and cooperative whenever possible. He does not shy away from confronting the organisation with opposing perspectives. Working with Hajo has been an enjoyable and constructive experience. I would definitely hire him again for a similar assignment.

2022/02 - 2022/06 [digiGO/DSGO](#): Consultant / Architect
Hired to shape the landscape for DSGO, responsible for realising a coherent, understandable, usable and feasible design. Amongst other I elicit wishes and demands, aligned with stakeholders and confirmed with a proof of concept, with an approved design and approach for the DSGO framework as result. I made use of Archimate, Sparx Enterprise Architect.

2021/10 - 2021/12 [LeasePlan Remarketing](#): Business Analyst / Consultant
Hired to analyse remarketing (ex-lease returns and resale) processes, responsible for perform process mapping and find low-hanging fruit in 15 countries. Amongst other I elicited processes in workshops, defined issues and constructed solutions, with a starting point for improving common issues in the near future as result. I made use of Workshops, UML, BPMN, TOGAF, Archimate, Aris, LeanIX.

2021/02 - 2021/10 **a.s.r. Vitality**: Business Analyst

Hired to connect two new partners to the partner landscape and mobile app, responsible for converting concepts to production, designing integration and procedures. Amongst other I elicited requirements, connected partners Champ and Mobidot to Vitality Group, with extra partners where participants can perform activities to earn program points as result. I made use of Sparx Enterprise Architect, Teams, SharePoint, Visio.

LinkedIn reference(s)

Jan Bruning (IT manager): Hey Hajo, another fine effort for a.s.r. vitality! You're someone who clarifies specifications in very short time for both demand and supply. Doing so you have a clear opinion and are always to the point. Great working with you and maybe we'll do so again.

Marielle Merbel (Director): Hajo is a very able business Analyst, who can perform a thorough impact analysis from both business process and technical aspects. Hajo does not let up and aims high! He is a real asset to organisations that want and can join him at this level.

2020/11 - 2021/02 **Royal Haskoning DHV**: Business Analyst / Scrum Master

Hired to realise delivery of the new CMS platform for RHDHV, responsible for eliciting requirements, solutions developed and delivered. Amongst other I have performed refinements, drafted epics, stories and tasks, with the realisation of the new CMS platform with mostly out of the box components as result. I made use of Scum, Jira, Confluence, Sitecore.

LinkedIn reference(s)

Chris Daintith (Product Owner CMS): Hajo recently joined our project as a Business Analyst working towards the launch of our new global website. I was immediately impressed by Hajo's broad expertise and understanding of the needs of the client and of the goals and objectives we were trying to meet. He entered the project at a somewhat turbulent time, where we were facing several challenges, yet his level of enthusiasm and focus to move things along never wavered. He was pivotal in turning the project around in my opinion and really helped us be realistic with our ambitions, with a crystal-clear structured approach and attention to detail. Hajo has the ability to be super technical and yet super simple when required which is always a key asset to any business analyst's arsenal. As well as his expertise and technical understanding, it's an added bonus that he's just a great guy and well-rounded human being. I'm grateful for all the effort Hajo, thanks a lot!

2020/10 - 2021/02 **SFIA foundation**: Business Analyst

Volunteered to supply the Dutch translation of the SFIA 7 framework, responsible for contextually correct translation of levels and categories. Amongst other I analysed and translated English text, with the start of Dutch SFIA published on the SFIA website as result. I made use of English, Dutch, general IT knowledge.

2020/04 - 2020/08 **Freelance.nl**: Business Analyst

Hired as product owner, responsible for designing and implementing a number of ideas. Amongst other I built user stories with developers, with an improved set of services for Freelance.nl as result. I made use of IIBA / BaBoK, IREB / CPRE, Devops.

LinkedIn reference(s)

Jan van der Tempel (Director / owner): Hajo is an analytical and knowledgeable IT guy with a lot of business sense, who's performed multiple assignments for our company. Hajo has a no-nonsense approach and an enormous passion for his trade. This combination makes him a very nice person to work with, both in the office and remote. Hajo was (and still is) connected to our platform as sparring partner in our user panel, after which he has run a number of successful paid assignments. Even during Corona working fully remote, Hajo was able to integrate well into our organisation. I've taken great pleasure in hearing from Hajo what he excels in as well as receiving feedback if (part of) an assignment is not really his cup of tea. Hajo is a professional who aims to bring long-term value for his customers. I hope he will complement the development our platform for a long time, no matter which shape or form

- 2020/01 - 2020/03 **Randstad Group Nederland**: Business Analyst / Consultant
Responsible for personal data in test environments, responsible for retrieving, safeguarding, reporting and anonymising personal information. Amongst other I drafted privacy policies, -standards and processes, with a framework to store the level and progress of the GDPR compliance project as result. I made use of Confluence, Jira, Power-BI, IIBA BaBoK, ISO 27001 / 27002 / 27005 / 27018.
- 2019/01 - 2019/11 **a.s.r. Vitality**: Business Analyst / Consultant
Hired to perform the technical realisation of the a.s.r. Vitality partner program, responsible for connecting Etos, Intersport and other parties to the Vitality app and infrastructure. Amongst other I agreed process- and other designs with all parties involved and guided implementation, with solid processes and a smooth-running app and infrastructure as result. I made use of IIBA/Babok, IREB/CPRE.

LinkedIn reference(s)

Ramon Krans (Partnerstream Manager): With Hajo we've had a Business Analyst in our midst who delivered a valuable contribution in achieving the planning to launch a.s.r Vitality. His involvement, broad expertise and structured approach has played a great part in achieving this milestone. Hajo has taught me a lot as a person and has helped me to use my abilities better in the future. Thanks for doing so Hajo.

Ali al Bana (Project lead): I've worked with Hajo for a couple of months, designing and implementing a.s.r. Vitality. Following Hajo's solid analyses and accurate advice, the program has launched successfully on November 4th. Thanks for the cooperation and for being the link between all parties involved, foreign and domestic!

Dennis Westhuis (Business Analyst): Working with Hajo I've found he is very driven and pragmatic and is very good at connecting processes and information, bringing structure to complex landscapes.

- 2018/05 - 2018/11 **Deloitte Netherlands**: Business Analyst / Consultant
2017/10 - 2017/12 **Rotterdam University of Applied Sciences**: Advisor/Analyst
2017/05 - 2017/06 **Inshared**: Consultant
2016/09 - 2016/09 **the Sports Society**: Consultant
2016/07 - 2016/12 **Royal Dutch Library**: Project Lead/Business Analyst
2016/03 - 2016/04 **Windesheim University of Applied Sciences**: Business Analyst
2015/09 - 2015/12 **AkzoNobel automotive coatings**: Information Analyst
2015/09 - 2015/09 **VUmc**: IT Consultant
2014/07 - 2015/03 **Bibliotheek.nl**: Information Analyst/Consultant
2014/01 - 2014/02 **ZOEV**: Consultant
2013/12 - 2013/12 **TopRow**: Website Developer
2013/03 - 2013/05 **ABN Amro**: Business Analyst
2013/01 - 2014/03 **University of Amsterdam**: Information Analyst
2012/05 - 2013/02 **Hitachi Data Systems**: Solutions Consultant
2012/04 - 2012/04 **ZOEV**: Website Developer
2012/02 - 2012/04 **AEGON Asset Management**: Information Analyst
2011/11 - 2011/11 **TAQA energy**: Migration Consultant
2011/02 - 2011/02 **Group4 aviation**: Consultant
2011/02 - 2011/02 **G-Star RAW**: Information Analyst
2010/09 - 2010/12 **KLM inflight services**: Consultant
2010/05 - 2010/10 **ING bank BCDR**: Information Analyst
2010/04 - 2011/05 **SNS reaal**: Information Analyst
2009/12 - 2010/09 **Amsterdam University of Applied Sciences**: Analyst
2009/12 - 2009/12 **Lengkeek, Laarman & de Hosson**: Information Analyst

Employers

Position Various technical IT projects

Period 1991/01 - 2009/10

Tasks Consultant, project leader, engineer, helpdesk

1991/01 - 2009/10 **KPN, Glidepath/PwC, Avnet, Aegon, KNMI, Ministry of Defence, ING, Lucent, ING, UPC/Sun, Divine solutions, NL.tree, SNS reaal, RHD Utrecht, Stork Fokker Aerostructures, Station12, AOT, ING, RNW, ING, DHL, Uniface, Shell, PTT, Raet, Shell:** various hands-on positions

Certificates

2020	CCA (Certificate in Cybersecurity Analysis)
2019	AWS Cloud Practitioner
2019	CI-SCS (Certified Integrator in Secure Cloud Services)
2019	CLOUDF (Cloud Foundation)
2019	ISO (Information Security Officer)
2019	VeriSM foundation
2019	PDPF (Privacy and Data Protection Foundation)
2018	iServer user accreditation
2017	ASF (Agile Scrum Foundation)
2017	ACI (Agile Certified Integrator)
2017	AMF/ASL2 (Application Management Foundation)
2017	OOF (Object Oriented Foundation)
2017	DBSQL (Database and SQL Foundation)
2016	ISDDF (Information System Design and Development)
2016	CPRE (Certified Professional Requirements Engineer)
2016	ECBA (Entry Certificate Business Analysis)
2015	VSP5 cloud provider
2015	ISYF (Information Systems Foundation)
2014	PCF (Professional Communication Foundation)
2014	LEANITF (Lean IT foundation)
2012	IFSF (Information Security Foundation based on ISO27001)
2012	BiSL foundation
2012	ISMP/ISMAS (Information Security Management Professional based on ISO27001)
2012	VCA5, VSP5, VTSP5
2011	Prince2 foundation
2009	ITILv3 foundation
2007	Services partner accreditation
2002	Business and management
2001	Knowledge & information Management
2000	Project management
1996	ITIL essentials

Education

2014-2017	Business administration and informatics	Diploma: No
1988-1989	Electrical engineer	Diploma: Yes
1988-1988	Vocational levels Math and Science	Diploma: Yes

Languages

Dutch	C2, Native
English	C1, Full working proficiency