

Curriculum Vitae

Personal details

Name Hajo Bakker
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Nationality Dutch
Date of birth 26-02-1969
Drivers licence A & B
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Profile

I produce telling results by communicating clearly with stakeholders on different levels, abstract with MT and steering group, detailed with operations. Requested or not I produce sharp analyses and solid advice. My result-oriented approach, knowledge and experience in both IT and Business produces successful project results and happy clients.

Work experience

Employer HajoBakker Consultancy
Position Freelance IT business consultant
Period 2009/10 - present
Tasks ICT services for small, medium & Enterprise

Deloitte Netherlands: Business analyst, 2018/05 - present

- Hired to start up internal Business Analysis practice, responsible for improving processes by aligning them better with architecture. Amongst other I will analyse demand processes and business requests. I'll make use of in- and external best practices, PowerBI, SharePoint, 4Me, ServiceNow.

Rotterdam University of Applied Sciences: Advisor/analyst, 2017/10 - 2017/12

- Hired to advise IT management on efficient and effective use of digital testing, responsible for proposing two applications servicing 80% of all digital tests. Amongst other I analysed requirements and formulated advice, with a structured report based on interviews with 100 stakeholders across the organisation as result. I made use of Agile/Scrum, ITIL, ISO27001/2, SURF frameworks.

Inshared: Consultant, 2017/05 - 2017/06

- Hired to process a backlog for the development team, responsible for making designs from project plans and discussions with developers. Amongst other I created functional and technical designs and elicited requirements, with completed user stories for the development team as result. I made use of Visio, Word, PHP, SQL, SOAP, REST, XML.

the Sports Society: Consultant, 2016/09 - 2016/09

- Hired to replace an error prone Excel/VBA application used to monthly schedule @100 employees, responsible for elicit requirements and dependencies. Amongst other I discussed functionality with stakeholders, selected and demonstrated a product, with a smooth-running application, much less labour intensive and easier to use as result. I made use of Moscow prioritising, shiftplanning.com/humanity.com.

Royal Dutch Library: Project leader/business analyst, 2016/07 - 2016/12

- Hired again to perform the transition to encrypted traffic, responsible for designing the migration- and management processes. Amongst other I aligned with all in- and external stakeholders, with an easy to use, clear migration plan and design, processes and budget as result. I made use of Adobe Experience Manager, SCOPAFIJTH.

Windesheim University of Applied Sciences: Analyst, 2016/03 - 2016/04

- Hired for enhancing the Electronic Learning Environment, responsible for gathering wishes, demands and dependencies. Amongst other I performed a requirement- and stakeholder analysis, with an overview of the project and a new SharePoint structure as result. I made use of Sharepoint, Excel, Threeships N@tschool ELO.

AkzoNobel automotive coatings: Information analyst, 2015/09 - 2015/12

- Hired to map the data landscape in UML, responsible for delivery of efficient and structured documentation of processes and data streams. Amongst other I interviewed numerous people, analysed and documented processes, with a clear, easily usable, well-structured documented landscape as result. I made use of Agile/Scrum, Prince2.

VUmc: IT consultant, 2015/09 - 2015/09

- Hired to assist with the migration of a critical application, responsible for supporting both the supplier and VUmc preparing for the upgrade. Amongst other I brainstormed with supplier and VUmc ICT, analysed risks, dependencies and approach, with an upgrade without so much as a hiccup as result. I made use of Prince2, Epic Cyberlab, Oracle 11GR2, Windows 2008R2, VMWare.

Bibliotheek.nl: Information analyst/consultant, 2014/07 - 2015/03

- Hired to set up functional management, responsible for designing various BiSL processes. Amongst other I designed and aligned with stakeholders, with fully functional BiSL and DTAP process management in place as result. I made use of Agile/Scrum, BiSL, ITIL, ISO27001/2, Google Analytics / applications & scripting.

ZOEV: Consultant, 2014/01 - 2014/02

- Hired to automate an administrative process, responsible for gathering wishes, demands and dependencies. Amongst other I performed a requirements analysis, with a very efficient, much less error-prone application as result. I made use of Prince2, WordPress, WooCommerce, PHP, CSS, Excel, VBA.

TopRow: Website developer, 2013/12 - 2013/12

- Hired to simplify website management for Toprow, responsible for migrating the websites to Wordpress, including the design. Amongst other I transferred content and design to Wordpress, with a number of websites, manageable by Toprow as result. I made use of Agile, WordPress, HTML, CSS, PHP, MySQL, Google Analytics.

ABN Amro: Business analyst, 2013/03 - 2013/05

- Hired by CISO to process backlog, responsible for providing support to the CISO team. Amongst other I have analysed reports and incidents, with coherent reports as result. I made use of ITIL, Cobit, ISO27001/2/4, RCF, AIM, SharePoint.

University of Amsterdam: Information analyst, 2013/01 - 2014/03

- Hired to analyse, categorise and migrate 500 Beta faculty web sites, responsible for designing the new platform and distribute web sites efficiently. Amongst other I have negotiated with budget holders, designed a financial model and the target architecture, with an acceptable solution and platform managed by the University's IT supplier as result. I made use of Prince2, ITIL, Apache, PHP, Linux, VMWare.

Hitachi Data Systems: Solutions consultant, 2012/05 - 2013/02

- Hired for previous SUN knowledge and experience, responsible for support sales- and account managers, developing TCPO models. Amongst other I assisted in a number of pre- and aftersales projects, with a couple of concluded RFI and RFP projects as result. I made use of TCO, ROI, HDS Storage Economics.

ZOEV: Website developer, 2012/04 - 2012/04

- Hired to migrate manually edited web site to a CMS, responsible for migrating site content, workflow and style to Wordpress. Amongst other I analysed and migrated the original site to Wordpress, with a site with easily manageable content and layout as result. I made use of Agile, Wordpress, CSS, HTML, SEO, JavaScript, Google Analytics.

AEGON Asset Management: Information analyst, 2012/02 - 2012/04

- Hired to standardise VBA applications, responsible for modifying applications so they could be handed over to regular management. Amongst other I analysed DNB FTK Data Warehouse applications, with a set of best practices for VBA applications as result. I made use of Prince2, ITIL, DNB- and pension laws.

TAQA energy: Migration consultant, 2011/11 - 2011/11

Group 4 aviation: Consultant, 2011/02 - 2011/02

G-Star RAW: Information analyst, 2011/02 - 2011/02

KLM inflight services: Consultant, 2010/09 - 2010/12

ING bank BCDR: Information analyst, 2010/05 - 2010/10

SNS reaal: Information analyst, 2010/04 - 2011/05

Amsterdam university for applied sciences: Analyst, 2009/12 - 2010/09

Lengkeek, Laarman & de Hosson: Information analyst, 2009/12 - 2009/12

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| Employer | Employers 1991-2009 |
| Position | Various technical IT projects |
| Period | 1991/01 - 2009/10 |
| Tasks | Consultant, project leader, engineer, helpdesk |

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

Certificates

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|------|--------|---|
| 2017 | EXIN | ACI (agile certified integrator) |
| 2017 | EXIN | AMF/ASL2 (application management foundation) |
| 2017 | EXIN | OOF (object-oriented foundation) |
| 2017 | EXIN | DBSQL (database and SQL foundation) |
| 2017 | EXIN | ASF (agile scrum foundation) |
| 2016 | IIBA | ECBA (entry certificate business analysis) |
| 2016 | EXIN | ISDDF (information system design and development) |
| 2016 | IREB | CPRE (certified professional requirements engineer) |
| 2015 | VMWare | VSP5 cloud provider |
| 2015 | EXIN | ISYF (information systems foundation) |

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| 2014 | EXIN | PCF (professional communication foundation) |
| 2014 | EXIN | Lean IT |
| 2012 | EXIN | ISMAS (Information security management advanced) |
| 2012 | EXIN | ITSF (information security foundation) |
| 2012 | EXIN | BiSL foundation |
| 2012 | VMWare | VCA5, VSP5, VTSP5 |
| 2011 | EXIN | Prince2 foundation |
| 2009 | EXIN | ITILv3 foundation |
| 2007 | SUN | Services partner accreditation |
| 2002 | LOI | Business and management |
| 2001 | LOI | Knowledge & information Management |
| 2000 | Pink | Project management |
| 1996 | EXIN | ITIL essentials |

Education

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|--------------|---|------------------|
| 2014-present | Business administration and informatics | Diploma: Not yet |
| 1988-1989 | Electrical engineer | Diploma: Yes |
| 1988-1988 | Vocational levels Math and Science | Diploma: Yes |

Languages

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| Dutch | Native, C2 |
| English | Full working proficiency C1 |
| Italian | Basic conversations, A1 |
| Spanish | Basic conversations, A1 |
| French | Basic conversations, A1 |
| German | Basic conversations, A1 |