

Curriculum Vitae

Personal details

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Profile

I produce telling results by communicating clearly with stakeholders on different levels, abstract with MT and steering committee, detailed with operations. I produce sharp analyses, solid advice and high-quality results. My result-oriented approach, knowledge and experience in both IT and Business produces all help to create successful project results, leading to happy clients.

Work experience

Employer **HajoBakker Consultancy**
Position Freelance IT business consultant
Period 2009/10 - present
Tasks ICT services for Small, Medium & Enterprise
2020/01 - 2020/03 **Randstad Group Nederland**: Business Analyst / advisor
Responsible for personal data in test environments, responsible for eliciting, safeguarding and anonymising personal data. 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, IIBA BaBoK, ISO 27001 / 27002 / 27005 / 27018.

Hired to advise on privacy and business management, responsible for assist Randstad in realising their goals for 2020. Amongst other I devised short-, middle- and long-term advice, with a number of advices for now and the near future, as well as a solid Confluence setup as result. I made use of generic analysis and advise skills.

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.

Tasked with analysing requirements for parties like Etos and Intersport, responsible for finding the best way to connect all parties involved. Amongst other I proactively advised all involved, designed process- and infrastructural designs, with a well aligned landscape that facilitates the program launched on 04-11-2019 through an app as result. I made use of Sparx Enterprise Architect, UML, BPMN, Archimate, GDPR.

Tasked with drafting proactive advice, responsible for further research into this advice. Amongst other I analysed numerous dilemma's and designed fitting solutions, with concrete decisions to be made by a.s.r. Vitality, partners and Vitality as result. I made use of SWOT analysis, balanced score card, business administration.

2018/05 - 2018/11 **Deloitte Netherlands**: Business analyst / consultant

Hired to start up the internal Business Analysis practice, responsible for improving processes, integrating these better with the organisation. Amongst other I analysed internal processes and a backlog with product request, with a number of best practice processes and completed work packages as result. I made use of workshops, in- and external best practices, PowerBI, SharePoint, ITRP, ServiceNow, Archimate, BPMN.

Tasked with analyses and improvement of the demand process, responsible for creating a well running process fulfilling stakeholder demands. Amongst other I analysed and modified demand- and connected processes, with a solid, predictable and insightful process with meaningful KPI's as result. I made use of workshops, IIBA Babokv3, IREB/CPRE, Archimate, BPMN, Visio.

Tasked with drafting advice based on own analyses, responsible for pinpointing major issues and drafting the route for improvement. Amongst other I identified a number of processes using top-down and bottom-up methods, with a prioritised list of improvements and a transformation set in motion as result. I made use of ITIL, MOF4, BiSL, business administration, common sense and information management.

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

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 report based on interviews with 100 stakeholders across the organisation as result. I made use of Agile/Scrum, ITIL, ISO27001/2, SURF.

Hired to provide tactical advice for digital testing environment, responsible for eliciting requirements, threats and opportunities for digital testing. Amongst other I interviewed around 100 stakeholders, with a concise, proper analysed and easily usable report as result. I made use of Excel, Word, Mendeley.

Tasked with analysing the current state of digital testing, responsible for analysing the infrastructure, processes, opportunities and threats. Amongst other I elicited requirements, challenges, and opportunities, with a report with end to end traceable information as result. I made use of UML, BiSL, IREB/CPRE, IIBA Babokv3.

2017/05 - 2017/06 **Inshared**: Consultant

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.

Tasked to find and anchor architectural alignment, responsible for creating designs, closely fitting the existing landscape. Amongst other I discussed with stakeholders and prioritised projects, with a well aligned, prioritised backlog with user stories as result. I made use of Agile/Scrum, UML, BiSL, ITIL, IREB/CPRE.

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

Hired to replace an error prone Excel/VBA application used to monthly schedule @100 employees, responsible for eliciting 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.

Tasked with eliciting wishes and demands to replace the application, responsible for gathering requirements to select the right product. Amongst other I performed a GAP-analysis with requirements and application specifications, with a well implemented and functioning application as result. I made use of IIBA Babokv3, Sparx Enterprise Architect, IREB/CPRE, GDPR.

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

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.

Tasked with gathering wishes, demands, possibilities and limitations, responsible for selecting an SSL service provider. Amongst other I designed the process to migrate to SSL/TLS encrypted web traffic, with well-constructed approach for migration as result. I made use of Sparx Enterprise Architect, Digicert, GDPR.

Hired to support AEM CMS migrations, responsible for supporting the migration of 100 public libraries to AEM 6.1. Amongst other I designed and agreed a plan to migrate with all stakeholders, with modified processes and operating procedures as result. I made use of Agile/Scrum, BiSL, ITIL.

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

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, Threships N@tschool ELO.

Tasked with the analysis of the Electronic Learning Environment, responsible for identifying the gap between current and required functionalities. Amongst other I have interviewed stakeholders and researched project documentation, with the end of the program due to weak requirements as result. I made use of IREB/CPRE, IIBA Babokv3.

- 2015/09 - 2015/12 **AkzoNobel automotive coatings**: Information analyst
 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.
- Tasked to assist the overloaded internal organisation, responsible for analysing an intricate process with unwanted variations in results. Amongst other I performed a process analysis, modelled data and set up a POC, with a proven new process, without unwanted variation in output as result. I made use of IIBA Babokv3, UML, Sparx Enterprise Architect, Visio, SAP, DFD-, Activity- and Class diagrams.
- 2015/09 - 2015/09 **VUmc**: IT consultant
 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.
- 2014/07 - 2015/03 **Bibliotheek.nl**: Information analyst/consultant
 Hired to set up functional management, responsible for designing various BiSL processes. Amongst other I designed processes and aligned with stakeholders, with BiSL management in place as result. I made use of Agile/Scrum, BiSL, ITIL, ISO27001/2, Google Analytics / applications & scripting.
- Tasked with the scalability of AEM, responsible for designing and implementing the rights model in AEM. Amongst other I modified the AEM setup, together with an Adobe AEM consultant, with a functional AEM structure in which data was shared only as intended as result. I made use of Adobe Enterprise Manager/AEM, ACX5.
- 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 for applied sciences**: Analyst
 2009/12 - 2009/12 **Lengkeek, Laarman & de Hosson**: Information analyst

Employer	Employers 1991-2009
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

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)
2019	AWS Cloud Practitioner
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	CPRE (Certified Professional Requirements Engineer)
2016	ECBA (Entry Certificate Business Analysis)
2016	ISDDF (Information System Design and Development)
2015	VSP5 cloud provider
2015	ISYF (Information Systems Foundation)
2014	PCF (Professional Communication Foundation)
2014	Lean IT foundation
2012	VCA5, VSP5, VTSP5
2012	ISMP (Information Security Management Professional)
2012	IFSF (Information Security Foundation)
2012	BiSL foundation
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

2014-2018	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