

# 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 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.
- 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.

**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.

- 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.

**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.
- Tasked with wishes and demands to replace an 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.

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

**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.
- 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.

**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.

- 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 design, without unwanted variation in output as result. I made use of IREB/CPRE, IIBA Babokv3, UML, Sparx Enterprise Architect, Visio, SAP, DFD-, Activity- and Class diagrams.

**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.
- 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.

**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.
- Tasked with analysing both layout and content of security performance reports, responsible for finding easily achievable gains. Amongst other I have designed new reports and modified existing reports and processes, with better aligned reports for TCS, Infosys, Cognizant, IBM, Getronics and ATOS as result. I made use of IIBA Babok, requirements analyse, Excel, Access.

**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.

- Tasked with performing a structured migration, responsible for retrieving content owners, use and requirements for sites and distribute across servers. Amongst other I have performed a complex analysis; security, content, dependencies and stakeholders for 500 sites, with a uniformly accepted new landscape, effective, efficient and affordable as result. I made use of Google Analytics, ISO27001/2, Hippo CMS.

**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.
- Tasked with the analysis of VBA applications, responsible for adapting applications to be easier managed and prepare them for pending pension law changes. Amongst other I developed and introduced application coding standards, with a number of applications that could be handed over to IT as result. I made use of SDM, Excel, VBA, SharePoint.

**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

<b>Employer</b>	<b>Employers 1991-2009</b>
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

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)
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

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

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