

# Curriculum Vitae

## Personal details

Name Hajo Bakker  
Address Kortenaerlaan 9, 1215 NG, Hilversum  
Nationality Dutch  
Date of birth 26-02-1969  
Drivers licence Yes  
Telephone +31 6 5472 6466  
Email consultancy@hajobakker.com  
LinkedIn <https://www.linkedin.com/in/hajobakker/>

## Profile

I produce telling results by communicating clearly with stakeholders on strategical, tactical and operational levels, mostly abstract with CxO / MT and in detail with operations. I produce sharp analyses, solid advice and high-quality solutions.

My result-oriented approach, knowledge and experience in both IT and Business produces all help to create successful project results, leading to happy clients. My background in hand-on engineering enables productive cooperation with involved technique and programmers

## Work experience

<b>Employer</b>	<b>HajoBakker Consultancy</b>
Position	Freelance IT Business Consultant
Period	2009/10 - present
Tasks	IT services for Small, Medium & Enterprise business
2021/02 - present	<b>a.s.r. Vitality</b> : Business Analyst Hired to connect a new partner to the partner landscape, responsible for design and realisation of technique and procedures.  Responsible for improving in- and external processes, responsible for identify shortcomings and initiate improvements.
2020/11 - 2021/02	<b>Royal Haskoning DHV</b> : 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.  Responsible for eliciting RHDHV requirements, responsible for focussing on primary deliverables, prioritising. Amongst other I communicated frequently with the RHDHV product owner, with well documented stories as result. I made use of MoSCoW methodology.
2020/10 - present	<b>SFIA foundation</b> : 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.

Requested to link various sources to the SFIA framework, responsible for modelling sources and making the whole available. Amongst other I created a number of designs and set up a proof of concept, with a successful demonstration as result. I made use of Apache Jena / Fuseki / Solr, Elasticsearch, Tomcat, Linux, API, PHP, HTML, JavaScript.

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.

Responsible for improving business information, responsible for design and or improve processes and procedures. Amongst other I analysed baselines, approach and results, with an improved, more efficient way of working as result. I made use of MoSCoW prioritising, PDCA, Cobit.

Tasked with the design and setup of a data model, responsible for linking data sources in a usable, maintainable set. Amongst other I have retrieved the common denominators and set up a proof of concept, with all information stored in a RDF database as result. I made use of Semantic Web, RDF, Graphdb, Lucene, Solr, Jena.

#### LinkedIn references

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 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, IIBA BaBoK, ISO 27001 / 27002 / 27005 / 27018.

Hired to advise on privacy and business management, responsible for assisting 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 advisory skills.

Tasked with setting up a Confluence template for sites, responsible for developing a framework that could be reused by multiple teams. Amongst other I used common Confluence techniques, with a set of pages creating overview, content and status as result. I made use of Confluence, Jira, Devops.

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 a smartphone 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.

Technical conscience for all involved parties, responsible for facilitating a fact-based and predictable approach. Amongst other I insisted on testing and creating robust solutions using available standards, with proper functional components and connections between AWS, WSO2 and mobile apps as result. I made use of AWS, REST, API's, WSO2, GS1.org.

#### **LinkedIn references**

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 learnt 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 (Projectleader): I've worked with Hajo for a couple of months, designing and implementing a.s.r. Vitality. Following Hajo's solid analyses and accurate advise, 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

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 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.

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 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, 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 information and approach for both migration and processes as result. I made use of Sparx Enterprise Architect, Digicert certcentral, 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 desired situation. 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 - 2015/09 **VUmc**: IT consultant  
 2015/09 - 2015/12 **AkzoNobel automotive coatings**: Information analyst  
 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 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

2020-04	CCA (Certificate in Cybersecurity Analysis)
2019-12	AWS Cloud Practitioner
2019-12	CI-SCS (Certified Integrator in Secure Cloud Services)
2019-12	CLOUDF (Cloud Foundation)
2019-12	ISO (Information Security Officer)
2019-12	VeriSM foundation
2019-12	PDPF (Privacy and Data Protection Foundation)
2018-09	iServer user accreditation
2017-05	ASF (Agile Scrum Foundation)
2017-05	ACI (Agile Certified Integrator)
2017-04	AMF/ASL2 (Application Management Foundation)
2017-03	OOF (Object Oriented Foundation)
2017-03	DBSQL (Database and SQL Foundation)
2016-12	ECBA (Entry Certificate Business Analysis)
2016-08	ISDDF (Information System Design and Development)
2016-06	CPRE (Certified Professional Requirements Engineer)
2015-04	VSP5 cloud provider
2015-01	ISYF (Information Systems Foundation)
2014-07	PCF (Professional Communication Foundation)
2014-06	LEANITF (Lean IT foundation)
2012-07	VCA5, VSP5, VTSP5
2012-02	ISMP/ISMAS (Information Security Management Professional based on ISO27001)
2012-01	IFSF (Information Security Foundation based on ISO27001)
2012-01	BiSL foundation
2011-11	Prince2 foundation
2009-05	ITILv3 foundation
2007-07	Services partner accreditation
2002-05	Business and management
2001-02	Knowledge & information Management
2000-04	Project management
1996-07	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
Italian	A1, Basic conversations
Spanish	A1, Basic conversations
French	A1, Basic conversations
German	A1, Basic conversations