



Markus van Duijn

Senior Consultant

Markus van Duijn is a devops coach with many technical skills. He is versatile, analytical and eager to learn. He loves a challenge and helps others to bring out the best in themselves. He believes inspiring is done by setting the correct example.

In complex environments Markus controls and oversees all operations. He has extensive experience in managing critical business applications, ITIL processes and various programming languages. He has the drive to improve, has a proactive attitude which he transfers to the rest of the organization.

Markus is committed to clear communication and openness. He is able to motivate people, bridging differences and creating support. He connects with all the parties involved and he understands their interests, weighing them properly to reach synergy and consensus eventually.

CONTACT



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/markus-van-duijn/



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Customers

ABN Amro

CI/CD Enabler
Jun 2019 – Present

ABN Amro

Agile Coach CI/CD Stack
Jun 2016 – Dec 2017

Stedin

CD/CD Coach SAP stack
Nov 2018 – May 2019

ING

Different roles
Jun 2008 – Dec 2015

Achmea

CI/CD Coach SAP Stack
Oct 2018 – Mar 2019

Nationale Nederlanden

DevOps consultant
Jan 2018 – Jan 2019

Skills

Training & Facilitation
Continuous Integration / Continuous Delivery
Coaching

Personalia

Name	Markus van Duijn
Date of birth	5th December 1975
Marital Status	Married
Children	1 daughter
City of residence	Assendelft
Hobbies	- Sailing - Tennis - Running
Languages	Dutch (mother tongue) English (C1) German (B1) French (A2)

Certificates

DevOps Foundation	Professional Scrum Master I
DevOps Leader	
DevSecOps	
Continuous Testing Foundation	
Continuous Delivery Ecosystem Foundation	



Experience

ABN Amro – CI/CD Enabler

Jun 2019 – Present

As a CI/CD enabler Markus acts as a catalyst in shaping excellence to enable teams to improve their IT performance (lead time for changes, release frequency, change fail rate, time to restore service and availability). He is assessing teams on their current IT-performance and work together with the team and their stakeholders to identify improvements that can help the teams IT-performance. Markus assists the teams in changing their way of working to be able to use a highly automated software delivery pipeline. To help the teams he is closely collaborating with different supporting parties that are providing default platforms, architecture and CI/CD Pipelines.

DevOps Institute – Certified Trainer

Aug 2018 – Present

As a senior IT consultant I am versatile. I like to expand my knowledge and I am able to adjust to many different roles. In addition to my managerial skills, I have a broad range of technical skills. I attach great importance to clear communication and openness. I am able to motivate people, bridge contradictions and achieve lasting acceptance among the people involved. I believe contact with all stakeholders is very important, I know how to balance interests in order to reach synergy and agreement.

Achmea / Stedin – CI/CD coach SAP Stack

Oct 2018 – May 2019

For 2 customers Markus helped the companies with training on ABAP unit testing and Test Driven development. Next to that he helped the teams a few days a week to help them make steps in their way of work.

Nationale Nederlanden – DevOps Consultant

Jan 2018 – Jan 2019

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ABN Amro Bank – Coach CI/CD Stack

Jun 2016 – Dec 2017

Within IT Solutions a CI/CD (Continuous Integrations / Continuous Delivery) Expert was needed, who has, next to his technical expertise, also great coaching skills. A Centers of Expertise (CoE) collaborates with projects to ensure that new or modified applications and infrastructure are implemented correctly. This makes the role of the CoE staff in a project highly complex. Partly the project is assisted by expertise from the CoE, on the other hand, of the other part, regulations and governance that need to be followed can be a complicating and restricting factor for the project. Extra factor is that they are also part of the formal Quality Assurance in their own jurisdiction.

Atos - Mentor "Trans forward to" Project

Apr 2014 – Dec 2014

Trans Forward to was a large project to trigger an internal change in culture and mind-set among staff of Managed Services. The whole project consisted of three phases.

- Trans forward to Connect;
- Trans forward to Shape;
- Trans forward to Change.

In total an organization of around 5000 people had to change. This was done by letting the Management Team, all managers and 1500 employees engage the change process within the organization.



ING Bank – IAM Security specialist

Sep 2013 – Dec 2015

As a Consultant Risk & Security Markus advised on securing critical information and business processes at the strategic, tactical and operational level. He was the bridge between Business, IT and Risk departments whom could explain technical challenges at all levels. He monitored the set of practices that focuses on aligning IT services with the needs of business (ITIL). He also helped design and / or implementation processes that ensure the continuity of User Access in case of incidents or a crisis.

Atos – Knowledge Motivator

Nov 2012 – Okt 2013

Within the ING delivery Centre at Atos a training program was launched to improve the employees communication skills and make them more customer minded. The project included a small group of people to keep the knowledge and tools in practice. As one of the motivators I was responsible for sharing knowledge to teammembers and make sure that the tools and methodes keep being used within the team. As a motivator Markus has learned a lot of personal effectiveness. To let the employees practice the learned skills Markus organized sessions. In this sessions they could use their newly learned skills in a familiar environment. Employees got the responsibility to organize these sessions as well got coached and were able to practice.

Other Experience:

Atos – Agile Coach Advisor

Atos – Coaching and Guiding junior specialists

Atos – Teamlead MS – ING IAM tech team

ING – Change and Release manager

ING – BI Developer

Nationaal Incasso Bureau – BI Developer

Nationaal Incasso Bureau – IT specialist

