Marco Spanhaak, BICT, Engineer

Tech specialist | Provides clear information | Drives innovation | Leads tech teams

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25+ Years of Career Experience

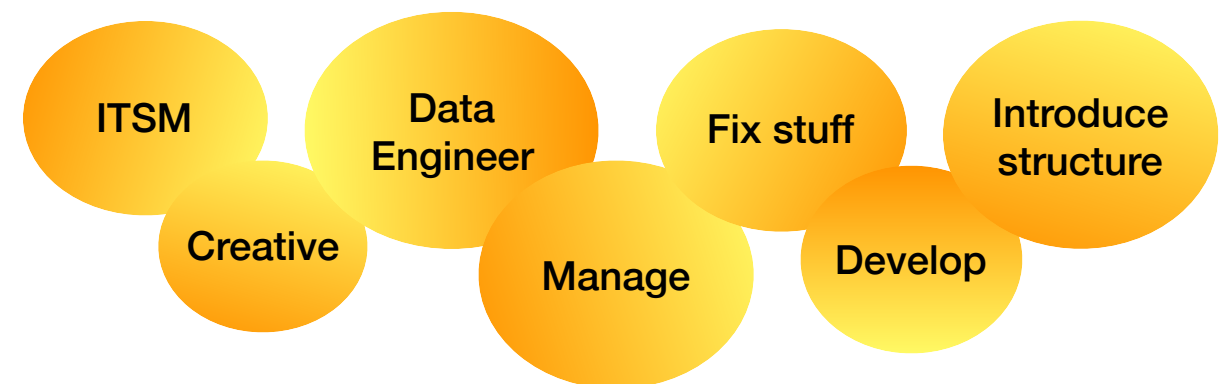|					
- Setup helpdesk - User support 250 users - Windows Upgrade - Mine hunter support - Navy trained - Hand to hand combat - Hand weapons training - Diving / jumping - Platoon lead	- BAAN ERP consultant - Technical project manager internal migration development environments - Projects in Europe	- Patrol Consultant - Discovery Consultant - CMDB / ITSM consultant - CMDB / Discovery trainer / tutor - Manage NL projects - Architect solutions - Worldwide projects	- CMDB / ITSM consultant - Manage NL projects - Architect CMDB / ITSM solutions - Worldwide projects - Delivery Manager for Agile dev team responsible for +1 Million Euro	- Discovery Consultant - CMDB / ITSM consultant - Architect CMDB / ITSM solutions - Built integrations - Data analysis - Data engineering - ETL projects	- Mature SACM - SACM / ITSM advocate - Built integrations - Data analysis / Engineering - Empower the SACM MS team - Implement automations - Develop automations - Develop automated chat robot in SLACK - Share knowledge
1992 -1997 Lance Corporal Royal Dutch Navy	**1997 - 2000** Cons / Tech PM Atos	**2000 - 2008** Cons / Arch / PM BMC Software	**2008 - 2013** Arch / Delivery Mgr MANSYSTEMS	**2013 - 2016** Cons / Architect Tiberone	**2016 - Current** Data Analyst / ISAD IKEA

Education & Professional Certification

- 2019 Enterprise Design Thinking
- 2019 Big Data fundamentals II
- 2019 Spark fundamentals
- 2019 Google GCP Essentials
- 2019 IBM Cloud Essentials
- 2019 University of California, Python
- 2018 IBM Applied Data Science with Python level 2
- 2018 FreeCodeCamp - Front end developer responsive
- 2018 University of California, San Diego, Micromaster program, data science
- 2010 Novi Hogeschool . Bachelor of Science (BICT), Engineer, Ingenieur

Key Skills

ITSM · Data Engineer · Fix stuff · Introduce structure · Creative · Manage · Develop

What drives me

- Removing waste in an organisation and automate as much as possible
- Successful implementation of supported solutions and receiving meaningful feedback about it
- Working in a motivated team
- Solving complex issues, makes me really smile at the end of the day

Rewards / What makes me proud

- My dad once said to me: So…… they have an issue in Chicago and they send a 'farmer boy' from Zwolle (NL) and he fixes the issue in 3 days.
- BMC Award 100% Sales Club 2007
- BMC Spot Award 2005
- BMC Award 100% Sales Club 2004
- Military performance award Royal Dutch Navy 1996
- Military performance award Royal Dutch Navy 1995