



Profile

Experienced and qualified IT professional adept at driving day-to-day business operations and coordinating various IT teams. Deployed modern tools and techniques like IT service management (ITIL), and AI agents in the workplace alongside traditional IT ticketing systems for highly effective incident, problem and change management mechanisms. Controlled and directed the implementation of enterprise-wide software suites from development to maintenance. Highly skilled at deriving functional requirements from business needs whilst balancing technical feasibility under high pressure and time-sensitive IT governance models. Strong communicator with a background in marketing, finance, sales, and project management with a passion for delivering presentations and public speaking.

Key Functional Skills

Corporate Management | Project Management and Operations | Digital Transformation | Agile and SCRUM | Enterprise Automation Practices

TECHNICAL SKILLS:

Analytics:	SQL, Database Designing (ERD-Diagrams), Data Visualization with Power BI & Tableau
ERP:	Microsoft Dynamics NAV 2016, Unit4
CRM:	Salesforce, Microsoft Dynamics 365, Google Analytics, Google Tag Manager Exploration and Analysis
Data Visualizations:	Power BI, Tableau
Software-Development:	Microsoft PowerApps, User Interface Designing, HTML, CSS and PHP

WORK EXPERIENCE

IT OPERATIONS MANAGER (20-Sep-2022 to present) at Royal HaskoningDHV, Amersfoort, The Netherlands.

- Developed and tested custom features for Royal HaskoningDHV’s ERP system (Unit4) alongside internal teams, ensuring seamless operations.
- Changed existing IT operations with flexible and robust IT governance policies, ensuring business continuity and competitive advantage by staying current with modern IT service management practices.
- Aligned specialized in-house development teams with Agile and Scrum methodologies, leveraging JIRA and Microsoft DevOps for efficient project management and product delivery.
- Served as the single point of contact for resolving ERP-related IT tickets and complex queries, effectively managing escalations and enhancing user experiences across various IT applications.
- Evaluated enterprise automation tools for potential enhancements and modifications, implemented corrective measures to address deficiencies, and collaborated with testing and portfolio managers to ensure optimal system performance.
- Organized team-building events and participated in leadership-focused professional development programs, fostering a collaborative and growth-oriented work environment.

Key Projects and Strategic Initiatives

- Leveraged Copilot Studio to create and deploy personalized AI agents, consolidating knowledge-bases and experiences to simplify technical and functional trouble-shooting. Enhanced collaboration across all IT support levels (tiers 1, 2, and 3), information security management, and business lines by integrating personalized knowledge-bases into these AI agents, reducing administrative overhead by 25%.
- Directed an internal analytics team, gathering technical specifications and establishing a relational database infrastructure on Microsoft Azure (utilizing Azure Data Lake), sourced via Azure REST APIs with Azure Active Directory authentication. Automated data ingestion for Power BI analytics by deploying ETL pipelines using Alteryx, minimizing manual data refresh inaccuracies. Developed and validated POWER-BI dashboards for user experience enhancements through iterative Agile methodology, facilitating informed decision-making based on data insights.
- Developed customizations in Microsoft D365 using Microsoft PowerApps and PowerAutomate, enhancing system functionality and workflow efficiency.
- Managed Docker Business licenses at an enterprise scale, implementing single-sign-on (SSO) and SCIM provisioning to enhance security and efficiency.
- Prepared presentations, action trackers, and IT documentation tools across multiple functional areas, facilitating strategic decision-making and simplifying onboarding processes. Maintained detailed system-related technical notes and documented processes with diagrams and flowcharts, ensuring reusability and knowledge transfers within the organization, which in turn were fed into AI agents with Copilot Studio.

MICROSOFT POWER-BI CONSULTANT – FREELANCE (20-Jan-2021 to 9-Aug-2022) at LionRock Maritime, Amsterdam, The Netherlands.

- Enhanced tugboat operation insights through data analysis and Microsoft POWER-BI consulting at LionRock Maritime.
- Improved predictive machine learning models with tailored problem statements, driving actionable insights for LionRock Maritime.

DATA ANALYST - DIGITAL MARKETING (15-Oct-2019 to 29-Feb-2020) at GLOBAL UNIVERSITY SYSTEMS (GUS), Berlin, Germany.

- Generated weekly reports by analysing leads and sales data from Microsoft Dynamics 365, ensuring accuracy and reliability.
- Restructured formulas into user-friendly templates for easy interpretation, facilitating efficient reporting processes.
- Streamlined reporting mechanisms using Microsoft Power BI and its query functionalities, simplifying data analysis and visualization

DATA ANALYST/DEVELOPER 13-Feb-2017 to 08-Feb-2019

- COMPANY:
OCS CONSULTING B.V.,
's-Hertogenbosch, The
Netherlands.

- Developed a database-driven web application using HTML, CSS, PHP, and SQL for consulting services management, following AGILE principles.
 - Analyzed internal information management processes and gathered requirements for system enhancements.
 - Retrofitted a POWER-BI dashboard to optimize consultant and project management.
 - Managed projects using Microsoft Project GANTT Charts, communication plans, budgeting, and time-boxing.
 - Prioritized project requirements using the MoSCoW method.
 - Conducted usability testing with key stakeholders to ensure system effectiveness.
- COMPANY:
ANTENNA COMPANY
B.V., Eindhoven, The
Netherlands.

- Conducted user requirements analysis for Microsoft Dynamics NAV from multiple stakeholder perspectives.
 - Developed a Standard Operating Procedure (SOP) for accelerated Microsoft Dynamics NAV usage.
 - Implemented a dashboard following IBCS standards to monitor KPIs including Gross Margin %, Backlog, Orders, Delivery Performance, and Sales from Microsoft Dynamics NAV 2016.
- COMPANY:
ZETES NETHERLANDS,
Son-en-Bruegel, The
Netherlands

- Optimized the CRM system, Salesforce, to enhance its effectiveness for the sales team by identifying and implementing strategic improvements,
 - Simplified marketing tasks by designing a software module to work with Zetes Salesforce.
 - Documented what the new software module should do and how it should look, based on user needs.
 - Supported successful marketing campaigns by creating event materials like web pages and posters.

EDUCATION

UNIVERSITY OF EUROPE FOR APPLIED SCIENCES, BERLIN, GERMANY (10/09/2019 TO 27/08/2020)

MASTER OF SCIENCE IN CORPORATE MANAGEMENT

- Overall grade point average of 93 out of 100 grade points (1.4).
- Subjects:** Customer Management, Strategy and Governance, Value-based Corporate Finance, Corporate Change and Alignment, Strategic Marketing, Economics and Ethics, Quantitative & Qualitative Research Methods
- Thesis: How blockchain based smart-contracts can improve invoicing accuracy.

FONTYS UNIVERSITY OF APPLIED SCIENCES, EINDHOVEN, THE NETHERLANDS (01/03/2014 TO 28/01/2019)

BACHELOR OF SCIENCE IN INFORMATION COMMUNICATION TECHNOLOGY & BUSINESS

- Subjects:** Business Economics and Administration, Data Warehousing & Statistics, E-Business, Network Architecture, Service Oriented Architecture & Management, Supply Chain Management, System Development, User Interface Design
- Capstone Project: Web-application for managing clientele information in OCS Consulting B.V.

ON-GOING KNOWLEDGE/ SELF-GUIDED PROJECTS:

- PROJECT ORACLE ERP CLOUD EVALUATION
 - Setup and Initial Configuration
 - Tasks: Sign up and set up Oracle Cloud Free Tier environment; complete the initial configuration.
 - Resources: Oracle Cloud Free Tier
 - Core Module Configuration
 - Tasks: Configure Financials, Supply Chain, and HR modules as per learning path.
 - Learning: Oracle ERP Cloud Financials Learning Path, Oracle ERP Cloud SCM Learning Path, Oracle ERP Cloud HR Learning Path
 - Reporting & Analytics
 - Tasks: Create reports and dashboards using Oracle Analytics Cloud.
 - Learning: Oracle Analytics Cloud Learning Path
- PROJECT DYNAMICS 365 FINANCE AND OPERATIONS MIGRATION and MB-500 PREP
 - Configured Core Functionalities and Custom Solutions:
 - Developed and customized financial management, sales, purchasing, and inventory modules.
 - Created and extended UI elements, data entities, and business logic using X++.
 - Integrated external data solutions using RESTful APIs and OData.
 - Developed reports using SSRS and Power BI.
 - Applied security policies and optimized performance.
 - Migrated Data and Prepared for Go-Live:
 - Executed data migration strategies using the Data Management Framework.
 - Implemented data integration solutions using the Data Package API.
 - Managed and monitored data migration activities to ensure a successful go-live.
 - Learning Materials:
 - MB-500T00-A: Microsoft Dynamics 365: Finance and Operations Apps Developer
 - Migrate Data and Go Live with Dynamics 365 Finance and Operations
 - Integration Patterns in Dynamics 365 Finance and Operations
 - Data Package API in Dynamics 365 Finance and Operations
 - Get Started with X++ in Dynamics 365 Finance and Operations
 - MB-500 Study Guide