CURRICULUM VITAE

Personal details:

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Education	
2000-2004	The Hague university; sector Informatica. Information provider and information Technology. Field of study: MBIT; Management and administration of IT. Diploma issue date: February 2004.
1997-1998	UNA University. Faculty: Electrical Engineering. Ceased after foundation course

Courses/Certificates	
May 2014	BiSL Foundation
December 2013	Prince 2 Practitioner
September 2013	Project Management Fundamentals and Transitioning into PM role
September 2013 (2008)	Emergency Response Officer (ERO) and AED (annual training)
June 2013	Prince2 Foundation
June 2013 (2007)	ITIL Foundation (IT Service Management)
Augustus 2013	Global Quality & Process Management (Quality Kit 2013)
September 2010	Business security (IT and access security)
May 2010	SAS 9.2 Platform administrator
June 2009	Linux/Unix part 2
June 2009	IT Campus, IT Process Management
April 2009	Administration and security SAP-Business Objects
May 2008	Chordiant Marketing Director Campaign Design
May 2008	Linux/Unix part 1
November 2007	Oracle Database 10g PL/SQL Fundamentals
July 2007	Work-Life balance
June 2007	Overview Mobile Telecommunication
Highlights	Process management, Project management, Communicative, Patience, Teamwork

Work experience:

November 2009 – March 2014	**Change manager, Incident, Problem and Change coordinator.** **T-Systems**
Work: ··T··Systems·	- Support Incident, Problem and Change management procedures and processes. - Customize and make IPC documentation available (in alignment with the customer) - Monitoring IPC processes, if they are implemented as agreed - Coordination of Changes, creation and distribution of runbooks - Tuning with customer and teams regarding IPC processes - Communication channel between business and "Operations" teams - Ensure that the IPC processes are followed and provide support where needed - Supporting (outsource) colleagues with operation issues

October 2008 – October 2009	**BI Consultant and Application management for T-Mobile account** **T-Systems**
Work: ··**T**··Systems·	- BI Application management, consultancy and support - Describe Impact analyses for different projects - Upgrade and migration of Business Objects 6.5/EQM3 to XI R2/EQM4 - Remedy IT Upgrade and migration to new environment - Project employee for different projects (Future-IT, SAS) - Define user rights and structure for SAS - SAS technical implementation - Describes SLA's for new implemented applications - Describes manuals and work procedures for users, service desk and appl-managers - Categorization of minor, medior and senior work for outsourcing purpose - Guide and support of (new) outsource colleagues - IPC processes and tasks execution - Joined in the BHV team-(company emergency response)

September 2006- September 2008	**Application Manager Business Intelligence** **T-Mobile**
Work: ··**T**··Mobile·	- Application management for Business Objects (reporting tool) - Application management EQM (version management tool) - Functional and technical management of Remedy IT (ITIL Tool) - Structuring/Classification of Remedy infrastructure - Maintaining Servers (EQM/BO/Remedy) - Handling and troubleshooting incidents within Business Intelligence - Documentation of administration guides and working procedures for BI - Documentation of manuals for end users and service desk department - License Manager for SPSS - Implement changes and updates - Testing of new versions before production

February 2005 – August 2006	**ICT Employee DTO (Defensie Telematica Organisatie)** **Royal Dutch Air Force (Koninklijke Luchtmacht)**
Work:	- Various tasks within ICT: from software to hardware support - Execution of backup and restore for the Royal Dutch air force and DTO servers - Maintenance of these servers - Workspace management - Overall ICT technician and System management - Create and manage user accounts and mailboxes using Exchange and Enterprise Adm - Rolling out packages - Implement updates

August 2002 - January 2005	**ICT technician** **The Hague University**
Work: H/	- Cabling of the new network infrastructure - Network creation and support for Windows NT and XP workstations - Act as a helpdesk agent for students and teachers for supporting of different applications or programs used for educational benefits - Pc and laptop repairs, mainly hardware repair or replace - Supporting, installing and managing different types of application on WIN systems - Carry out research and support for migration from NT to XP - Research and resolve for data conversion during migration - Incident reporting and troubleshooting (Incident management) using Hp OpenView - Creating and rolling out of images for workstations (Ghost) - Logistics management (warehouse), printers, spare parts and computers (inventory) - Install, service and repair of Printers and Printservers

September 2003- February 2004	**System Administrator** **Algebra B.V.; Architectural and real estate consulting firm (graduation project)**
Work: 	- Research and set up network infrastructure - Set up a Windows 2000 server and workstations - Installing programs required for business purpose - Preparation of various reports (plan of action, definition study, advisory report, detail design, test-plan, test-set and management manuals) (SDM development method) - Setting up a Web server on Windows 2000 - Developing a dynamic website, supported by database - Build and manage the CMS (Content Management System) - Design the system using UML techniques as modeling technique - Implementing and securing of the website using secure login procedures - Setting up a mail server and manage them - Make it possible for external users to place pictures, descriptions and offers of "properties for sale" on the algebra site - Make it possible to generate overviews of home offers dependable of search criteria - Programming with ASP framework in conjunction with VB-script and HTML - Defining data for the database - Preparation and design of authorization rules for database data - Creation of database (Access, SQL) and test environment - Working with Dreamweaver for the realization of the graphic design - Testing with " Black-box" testing method

1999-Juli 2000:	**Computer technician** **Keycomp computer services, IBM business partner**
Work: 	- Building, install and support of LAN (cabling) and internet for external customers - Investigations and set up network infrastructure - act as a helpdesk agent to support various programs provided by the company, for example; AFAS accounting and logistics program, Office packages and Antivirus. - Pc repairs, Software and hardware repair and or replace. - Support and installations for all Windows systems and servers (troubleshooting) - Manage the logistics of PCs, accessories and parts

1998 - 1999:	**Assistant system administrator** **Medical and health service (GGD)**
Work:	- Installations and support of applications on Windows systems - Installation and support on workstations, Windows NT server and Novell server. - Setting up Microsoft exchange server for internal mail system - Setting up internet proxy server - Investigate and adjust the functional design for food companies and food-handlers to support the hygienic service - Partial programming of *"The hygienic service approved program",* specification in Microsoft Access - Designing of user's manual for food-handlers registration system - Supporting employees (helpdesk) - Repairing or replacing system component. - Incident handling (Troubleshooting) - All above work done, for different services covered by the Public health Service, (Epidemiology, Environmental services, Youth health care, Ambulance, etc)

Skills:

Programming, systems and applications(tools):		
Windows management	Java-script	OpenRoad (Windows 4GL)
OpenIngres (SQL)	HTML	PL/SQL
JCS scheduling	VB-script	Quest Toad
Unix	C++\Pascal	ASP.NET

Methods, techniques, programs and tools	
ITIL	Reference model for supporting ICT business processes
Prince2 Foundation\ Practitioner	Project Management methodology
Project Management	Project Management Fundamentals PMI
SDM	System Development Methodology; Linear development strategy for projects. Everything is carried out after each other
IAD	Iterative Application Development; Iterative development strategy, Development phases are repeated and divided in modules (pilots)
Yourdon	Modeling language
UML	Object oriented modeling language
EQM 3.4/ 4 Deployment explorer en administrator	Version control software and reporting
Business Objects XI R2	Software for building reports and universes (links)
OpenIngres (SQL)	Software for building of applications and database
Hp OpenView, TOPdesk, Remedy IT, SM9	Software for supporting ITIL business processes
Dreamweaver, WebsiteX5	Software for building websites
Black-box testing	Method for testing applications.
Enterprise Administrator	Software for creating and managing accounts
Veritas Backup Exec	Software for scheduling, execution and restores of back-ups
MS Exchange Admin	Software for managing e-mail's, mail accounts and mailboxes

Extra	
Languages	Spoken Written Dutch good good English good good Spanish good good Portuguese good moderate Papiamentu good good
Hobbies	Listening to music, dancing (mainly South-American music) Movies and sports (soccer, basketball, beach volley, fitness and snowboard)