
GERTJAN VAN DER TOORN



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Profile

From Sr Business analyst to Front End developer.

Being an experienced optimization and data analyst with a broad experience within the travel and aviation industry, I am determined and passionate about improving processes, resolving issues and finding solutions. I have gained in-depth knowledge of several tools for data analytics and solving process, logic and workflow problems.

As a flexible team player, I have worked in business, IT and customer operations departments in e-commerce and technology companies. Others would describe me as a quick and keen learner, result-driven, knowing how to identify issues and get to the core of them. I am able to communicate effectively to various stakeholders within the company and beyond. My approach to work is focused and disciplined but with a touch of humor.

At present, my free time is also spent learning front-end development and Python as I am passionate to learn new technical skills.

Skills

Data analytics	Good
Scrum/Agile:	Good
Jira:	Good
SQL	Good
HTML5:	Beginner
CSS3	Beginner
JavaScript:	Beginner
React:	Beginner

Languages

Dutch:	Native
English:	Fluent
Spanish:	Basic

Experience

Sr. Supply and Business Analyst, regional lead and team manager.

Travix Travel, Singapore - 2018 until now.

As the APAC regional and team manager, I am responsible for developing the APAC team and ensuring we achieve sourcing-related KPIs. My role involves implementing new suppliers and continual optimizing of search logic and supply chain to maintain and extend our competitive edge. I train and develop junior colleagues within the Singapore, Bangalore and Netherlands teams.

- Achieved 20% reduction in wasted during search and sourcing from suppliers by optimizing search logic internally.
 - Pro-actively search for opportunities to improve supply logic and increase availability, reliability and efficiency of flight product. Test, implement, monitor and feedback all changes
 - Gather and analyze relevant data. Visualize the data to explain point of view and indicate needed changes to internal and external stakeholders.
 - Guided team member personal knowledge and professional development to accepted standard and beyond using coaching and personal development plan.
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Tools

Looker
Google docs
MS Word/Excel
Inrule
Google analytics
Kibana
Git/Github
VS code

Charakter

Analytical
Investigative
Competitive

Hobbies

Go-Kart racing
Traveling
Running
Video editing

- Fully connected and integrated 10+ suppliers in search and book process. Analyzing data to use their strengths to meet our customers demand

Application and Functional system support Analyst.

Otravo BV, Halfweg, Netherlands — 2013 - 2018

I was part of the team that was responsible for making the right content available from distributions systems to reach commercial goals. We worked together to achieve the technical continuity of the applications that were part of the supply chain. Beside continuity, our aim was optimizing current work and technical processes by using those applications.

- Making sure supply chain is using the right tools and those are set up in the correct way in order to have an optimized search capability and the supply of the best afares is working correctly.
- Leading the project on implementing completely new post booking automation in 3 global distribution systems in customizable development tool based on .NET from Concur (SAP). Gathering new requirements and developing these to improve efficiency of post booking automation.
- SQL queries in mySQL database to solve issues and collect data.

IATA / Ticketing agent

Vliegtickets.nl, Haarlem, Netherlands — 2013

Handle all IATA related internal questions and tasks. Issuing, exchanging and refunding tickets. Handling BSP administration.

Identify issues in the post booking routines and submit possible solutions for them to IT. Follow up on reported change request and take ownership for changes and issues. Clearly communicate work processes to cooperating departments.

Sales agent

Vliegtickets.nl, Haarlem, Netherlands - 2012

Make new bookings for new and existing customers. Achieved set sales targets, individual and team targets. Strive to improve on achieved sales goals and help and coach service agents meet their sales targets.

Education

2020	Front End Techdegree, Tree House
	Beginning SQL, Tree House
2006-2011	TIO University for International Tourism management (Bachelor)
