

JAAP ENDERMAN

IT SERVICE MANAGER

CONTACT

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PROFESIONAL SKILLS

Project management
Service management
IT management
ITIL process management
Outsourcing
MS Office products
SCRUM Methode
LEAN

SOFT SKILLS

Leadership
Collaboration
Problem solving
Communication
Conflict management
Adaptability
Curiosity
Initiative

PROFILE

As a Service Manager, my seasoned experience and coaching leadership skills allows me to match the right people and create effective teams, so that the best solutions are achieved and the goals are met.

EXPERIENCE

IT SERVICE MANAGER

Delta Lloyd Group | 2009 - Present

Responsible for achieving the SLA's and KPI's goals. Form and implement the process and procedural improvements. Process Operations and Trainee Coach.

IT SERVICE MANAGER

IBM, The Netherlands | 2005 - 2009

Responsible for meeting the SLA's goals for customers: Delta Lloyd, Reckitt Benckiser and Hagemeyer. Drafting and implementing financial reports. Responsible for the ITIL processes, coordination of service and improvement projects. Leader of the service coordinators, guided the transition processes and all HR activities within the teams.

TEAMLEIDER IT SERVICE DESK

IBM, The Netherlands | 2004 - 2005

Team leader mainframe system programmers. Team leader of 35 service desk operators for external customers of IBM. Responsible for customer relationships of existing customers and acquire new customers. Responsible for transitions to IBM and achievements of KPIs and SLAs.

TEAMLEIDER MAINFRAME SYSTEM PROGRAMMER EMEA

IBM, The Netherlands | 1998 - 2004

Team leaders of 40 system programmers who maintained National and International IBM systems. Project manager for migration internal IBM systems and centralizing within EMEA. Responsible for the integration within IBM of a large automotive client in the Netherlands.

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IT SERVICE MANAGER

LANGUAGES

Dutch	Native speaker
English	Full working proficiency
German	Limited working skills

INTERESTS

Sailing
Badminton
Cooking
Art & Culture
Chairman of a Sports Club

REFERENCES

Upon request

CUSTOMER OPERATIONAL MANAGER

System Facilities Services (SFS), The Netherlands | 1996 - 1998

Managed the contract agreements between SFS and the City of Leiden in the IT field. Aligned IT needs with the responsible department managers and managed the various IT departments of SFS. Provided the necessary support for the HR activities.

COORDINATOR PRODUCTION SUPPORT / SERVICE MANAGER

City of Leiden | 1987 - 1996

Coordinator of the production team within the mainframe and mid-range environment. Responsible for setting up a service desk, including tooling and processes. Involved in the outsourcing project to System Facilities Services (subsidiary of IBM)

MAINFRAME OPERATOR AND PLANNER

Dun & Bradtstreet | 1981 - 1987

Responsible for planning the implementation of the operational processes in the EDP department. Responsible for the maintenance and operation of the devices in the data center.

EDUCATION

HAVO

Coornhert Lyceum, Haarlem | received diploma in 1980

COURSES

VARIOUS MAINFRAME, UNIX, NETWORK, I-SERIES AND MANAGEMENT COURSES

AGILE	Middle Management
SCRUM	Continued Management
LEAN	ITIL-V2 Expert Level
Project Management	ITIL-V3 Expert Level