CTI Summary

Surname: Brouwer

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Title: MBA CPCC

Born: 11 march 1960 in Amsterdam

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The Netherlands

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Marital Status: Married, three children: 1989 - 1992 - 2004

###### Master of Business Administration

(Euro\*MBA Consortium)

*Certified Professional Co-Active Coach*

(the Coaches Training Institute)

###### Diplôme de Troisième Cycle

(IAE:Université de Droit, d'Economie et des Sciences d'Aix-Marseille)

*Karate Black Belt (2nd grade)*

(Karatedo Bond Nederland)

**Educational Overview**

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|  | **Education / Training** | **Institute** | |
| 2011 | **Co-Active Coaching Certification Program (CPCC)** | | CTI |
| 2011 | “How to get the best out of your employees” | | De Baak |
| 2011 | Co-Active Coaching Intermediate | | Schouten en Nelissen |
| 2010 | MS Project 2010 UK | | Twice |
| 2010 | Co-Active Coaching Fundamentals | | Schouten en Nelissen |
| 2009 | ITIL v3 Foundation | | Self study |
| 2009 | Trusted Advisor | | Target Point |
| 2009 | Financial Management for non-financial managers | | Kees Holten BV |
| 2006 | High Impact Performance (HIP) program | | ING Business School |
| 2004 | The Power and Influence program (Inzicht in Invloed) | Bureau Zuidema | |
| 2002-2003 | Strategic Change management | Open University Netherlands | |
| 2001 | Large Account Management Process  Strategic Selling Process | Coach & Commitments  (Miller-Heiman) | |
| 2001 | Open Negotiations (Harvard method) | Frits Philips en Partners | |
| 98-2000 | **Master of Business Administration (MBA)**   * Strategic Issues for Management in a European Context * International Management * International Financial Management and Accounting * International Human Resources Management * Innovation and Technology Management * International Marketing * European Corporate Law * International Business Simulation   Consultancy Thesis: "*Cultural Barriers in implementing Knowledge Management".*  Master Thesis: "*Managing the Headquarter – Subsidiary relationship for a Global Brand in Services."*  Ongoing international communication skills training | Euro\*MBA consortium:   * ESC Nantes * IAE Aix-en-Provence * University College Dublin * Open University Netherlands * Jyvaskylla University Finland * Delmenhorst Universität für Weiterbildung * EADA Barcelona   [www.euromba.org](http://www.euromba.org) | |
| 98 | Consulting Skills | Mertens & Schols | |
| 95-98 | **International Business Program:**   * European Economic Integration * Introduction to International Economics * International Economic Institutions * International Management * International Financial Management and Accounting * International Human Resources Management | Open University Netherlands | |
| 97 | Personal Effectiveness | Van Veen & Partners | |
| 94-95 | Modules Business Administration   * Management of change * Intervention strategies in Organizations * Statistics | Open University Netherlands | |
| 90-94 | **KHO-program Administrative Information Science**:   * Information systems I * Information management & -planning * Organizational science 1B * Project management | Open University Netherlands | |
| 93-93 | Situational leadership + Conversation techniques | Schwaga | |
| 92-93 | Project management  Criteria based interviewing and assessment | Internal Postbank | |
| 90-92 | **AMBI 88 Information Technology Bachelor** | EXIN | |
| 91-91 | Computer Science Courses (div.) | IBM, Volmac, Cullinet, Novi | |
| 80-85 | Spanish Language and Literature | University of Amsterdam | |
| 79-80 | Architecture | HTS Amsterdam | |
| 72-79 | VWO-B (equivalent to High school with 4 AP’s) | Cartesiuslyceum Amsterdam | |

## Work experience

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|  | ***Zinstance (Own Company)*** |
| Feb 2008 - today | **Coach / Trainer**  Coach / Trainer for consultants, project leaders and managers within major Dutch corporations: Volkswagen, ING, DSM, Shell, University of Maastricht Business School, Eneco, Rijnconsult, FNV Bouw, Stavoor.  Founder of M2M (Master to Master) coaches and trainers network in Limburg, The Netherlands  Development of Interaction Training to learn new behavior (based on Cuvelier psychological model and Karate)  Development of Cultural awareness training using Core Competences and role play (for MBA students Barcelona) |
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|  | ***APG (Large Dutch Pension Fund)*** |
| July 2010-today | **Manager IT Infrastructure Development Projects**  Responsible for maintaining and maturing change portfolio and processes of IT Infra APG.  Delivery of MS EPM (Microsoft Project Server) implementation and governance and management processes.  Founding of Microsoft Project User Group NL (MPUG NL) together with representatives of OCE and DSM.  Responsible for bringing to higher maturity level of IT Infra Base management functions (storage, networks, windows, unix, etc.) |
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|  | ING Group (Large Dutch Bank) |
| 2007-July 2010 | **Manager Partner Delivery Team Consumer Products / Principal Delivery Manager**  Responsible for delivery of IT Infra services, operations (€160mio) + change (€40mio) to ING business partners in Retail Banking.  Responsible for successful delivery of all IT Infra aspects during Postbank / ING merger (TANGO Project) in the business domains of Savings, Loans, Call center, Mortgages en Document Services.  Responsible for building and maintaining longtime business relations with business partners resulting in standing invitations in MT’s. IT Infra representative in Program Boards and Steering Committees.  Direct manager to a team of Delivery Managers, Service Level Managers and Project leaders. |
| 2004 –  2005 | **Senior Program and Change Manager**  Set up and execution of the ING Portfolio Review Board on Executive Board level.  Project leader for a Structural Approach Project Reviews  Member of Policy team of F&BS, a.o. supporting the implementation of the Project Portfolio Governance Framework |
| 1986 – 2004 | **Various Developing, Consulting, Managing and Project Functions/Roles** |