
CURRICULUM VITAE

Jur Huisman



Personalia

(Sur)name : E.J. Huisman
Degrees : Master of Science
Date of birth : 14 may 1960
Gender : Male
Marital state : Married
Parent : Father of two (23 and 20 years old)
Residence : Lekkerkerk, The Netherlands
Roles : Business Consultant, Project lead, Team lead, Manager
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Profile

Exciting times have arrived. I have the privilege to be able to work as a project lead for a major Cloud transition program. So yet again working at the edge of technological innovation. And that is exactly what I like and where I want to be; it makes me tick. Working with knowledgeable people with a drive and passion... what can be more fun.

So, when you're looking for an enthusiastic, driven, engaged and social project lead with an insatiable appetite for people, business and technology you are looking for me!

I've been in ICT all my working life. Even before the term ICT was commonly known. And it was never a bore. Through the years I was granted the chance to contribute to projects in several industries like maintenance, telecom industry, utilities, energy market, health care, services and many other lines of business. Predominantly worked with SAP but also in the line of network technology, service and asset management software and the like.

I strongly believe that guiding a project requires both management skills as well as good knowledge of the topic at hand. For instance, if you work on a project that addresses mobility, tablets, geographical systems and and new asset structure without being knowledgeable on any of these topics, how can you tell the difference between a risk and an opportunity, how do you communicate with you contractor, etc.

My personal one liner; ICT is the enabler for growth.

Willing to travel domestic and abroad. Good negotiable rate and years of experience for free!

Education and training

| Education | | Diploma |
|-------------------|---|----------------|
| University | Information management and computer science | Yes (MS) |
| University (HEAO) | Information management and computer science | Yes (BSc) |
| MTS | Electronics | Yes |
| Music high school | Flute | Yes (prop) |

| Training courses | |
|-------------------------|--|
|-------------------------|--|

| | |
|---------------------------|--|
| AMBI (University) (4 yrs) | Exin |
| Radio technology | LETS |
| Microprocessors | LETS |
| Telecom | Techniques in telecommunication industry Network techniques en LAN's |
| SAP | SAP LO815, operational functions in PM, SAP LO816, financial functions in PM SAP LO550, MM customising SAP CA800, structuring in PS, SAP CA820, PS logistics SAP CA830, PS finance SAP AC010, Financial accounting and controlling SAP LO100, LO810, Logistics, SAP LO910, Configuration and organisation of logistics SAP, ASAP R/3, Accelerated SAP implementation SAP R/20, introduction to SAP R/3 |
| Modelling techniques | KISS object oriented methodology Yourdon Object Oriented Analyses and Design Yourdon Structured Analyses and Design SDM II ASAP Princell project management ITIL ASL/BiSL |
| Ordina | Diverse HR workshops |
| TVW | Neuro Linguistic Programming |
| TVW | Communication training |
| TVW | Assessment training for interviewing new applicants |
| KPMG | Product- en marketing management |
| KPMG | Effective project- en time management |
| KPMG | Leadership training and effective management |

| Languages | Verbal | Writing |
|------------------|---------------|----------------|
| Dutch | Fluent | Fluent |
| English | Fluent | Fluent |
| German | Fluent | Fluent |
| French | Basic | Basic |

| Branch | Years of experience |
|------------------------|----------------------------|
| Public sector | 16 |
| Telecom | 6 |
| Service industry | 3 |
| Oil and gas | 2 |
| Utilities | 4 |
| Health | 2 |
| Wholesale and trade | 1½ |
| Transport and industry | ½ |
| Food | 1½ |

| Methods and techniques |
|--|
| Prince2 |
| ASAP SAP |
| TMAP |
| CMM / CMMI |
| ITIL / ASL / BSL |
| Coad Yourdon, Kiss, SDM-II, RUP, Scrum |

| Products | Knowledge |
|-------------------------------|-------------------|
| SAP/ECC | Senior |
| SAP/SMP (SUP / MEAP / AGENCY) | As a project lead |

Availability
Available for contract based work in The Netherlands and abroad.
No objection to occasional travel.

| Currently work for | Formerly worked for |
|--|--|
| www.PFour.nl | Innoves (2011-2015) |
| PFour is my own company | Ordina n.v. (2007-2011) |
| | The Visionweb b.v. (2005-2007) |
| | The Lodge b.v. (2004-2005) |
| | Solvision b.v. (2001 – 2003) |
| | Shell / SSI (1999 – 2000) |
| | Duyverman Computer Centrum (1981 – 1999) |

Projects

| | | |
|---------------------|---|--|
| Period | : | 08/2014 – to date |
| Organisation | : | PostNL |
| Branch | : | Services |
| Project name | : | Future network |
| Role | : | Project lead |
| Responsibilities | : | PostNL is on the brink of a major cloud migration. This requires a whole new approach on connectivity, security and services of the network. As a project lead I am responsible for the redesign of the entire PostNL network infrastructure. This redesign aims to achieve a future proof, flexible and secure cloud-based network that serves all of PostNL's business requirements for the years to come. (Internet of things). |
| Status / end result | : | Initial stage and design phase |
| Period | : | 01/2014 – 08/2014 |
| Organisation | : | PostNL |
| Branch | : | Services |
| Project name | : | Topdesk |
| Role | : | Project lead |
| Responsibilities | : | Responsible for the installation, configuration and implementation of the service management tool TOPdesk for PostNL. Project aims to replace five different software packages and serves all support engineers and self service users (in total some 500 engineers and 60.000 self service users). |
| End result | : | Implementation of call-handling and change process. Delivered on time and well within budget. |
| Period | : | 11/2013 – 04/2014 |
| Organisation | : | PostNL |
| Branch | : | Services |
| Project name | : | SAML |
| Role | : | Project lead |
| Responsibilities | : | Responsible for the installation, configuration and implementation of the SAML protocol for the PostNL SAP landscape. Project prepares for the Cloud migration and will result in a working and secure Cloud landscape (IaaS) for SAP. |
| End result | : | Delivered on time and in budget. |
| Period | : | 05/2011 – 10/2013 |
| Organisation | : | Eneco ICT |
| Branch | : | Energy / Utilities |
| Project name | : | Tapas |
| Role | : | Project lead |
| Responsibilities | : | Responsible for the architecture, design, build, implementation and project execution of ① maintenance process, ② asset mngt, ③ interface SAP and GIS system and ④ the infrastructure for some 100 mobile field engineers (city heating). |
| End result | : | An architecture for mobile workers based upon SAP/Syclo/Agentry and Windows 8 tablets. A fully redesigned asset management structure in SAP/PM and a bi-directional interface between SAP and sisNet (Bentley systems). The end result will be used for the maintenance processes and asset life cycle management (per end of may 2013) |
| Remarks | : | The project was hindered by extreme set backs due to inconsistent roadmaps of SAP and others. Initially SAP promoted Momentum and SAP/SUP. Along the way SAP acquired MSC (supplier of momentum) and redesigned Momentum into EAM/WO which set us back almost a |

year. Then after another year of intense work, SAP suddenly decided to acquire Syclo and stopped any further EAM/WO developments. Hence, the project had to once more reshape its entire architecture. The project is live but is still confronted with the fact that at some point in time Agentry and SUP have to be merged in one SAP mobile platform.

And from the Bentley side we were confronted with similar behaviour regarding the interface. The off the shelf interface could not deliver the required functions to fully automatically synchronize assets between SAP en Bentley systems. The interface had to be built from scratch. The project was executed in close collaboration with Ciber Nederland.

Period : 09/2010 – 04/2011
Organisation : Eneco ICT
Branch : Energy / Utilities
Project name : Enextra
Role : Project lead
Responsibilities : Responsible for the design and build of an architecture for a controlled and safe access of the Eneco network, regardless of the location and time. Made available to both employees and foreign workers (known and unknown users / 7000 in all).
Used technology Microsoft UAG en Cybersafe. emphasis on security, flexibility and robustness.
End result : On time and in budget and now part of standard infrastructure.

Period : 04/2010 – 08/2010
Organisation : Eneco New Energy
Branch : Energy / Utilities
Project name : E-WISE
Role : Project lead en architect
Responsibilities : Responsible for the analysis study of an hub-and-spoke architecture. The goal was to build a cheap ERP solution for subsidiaries that could still comply with company standards and reporting and on the other hand be as flexible as needed for small companies. Unfortunately due to a huge reorganisation program the project was stopped.

Period : 10/2009 – 04/2010
Organisation : Eneco New Energy
Branch : Energy / Utilities
Project name : WAM
Role : Project lead
Responsibilities : Roll out of SAP for corrective and preventive maintenance for the Eneco district heating system in the counties of Utrecht and Zuid Holland. The project encompasses both the roll out of SAP as well as the organisational alignment of all units involved.
End result : One way of working, optimised SAP use

Period : 06/2008 - 10/2009
Organisation : Parnassiabavo group
Branch : Health sector (mental)
Project name : Various
Role : Project lead
Responsibilities : Responsible for the design, roll out and guidance of a SAP maintenance and support organisation within one of the large-size health care companies in the Netherlands. The scope of work encompasses the support organisation, transition of the UPC from one supplier to another, taking care of outstanding work and – as an interim manager – guidance and line up of my successor. And also responsible for the SAP upgrade (5.0 to 6.0), all technical work for the roll out of HCM portal, put master data management on the agenda.
End result : SAP-cc, SAP 6/0, consolidated master data management

Period : 01/2008 - 05/2008
Organisation : Ordina
Branch : ICT
Project name : iSCOOP
Role : Project lead
Responsibilities : Responsible for the roll out of a service management tool within the Ordina service management organisation. The project comprises several modules (both ITIL and ASL) and effects approx. 250 end users.
End result : infraEnterprise for some 250 Ordina employees

Period : 04/2007 - 04/2008
Organisation : Police
Branch : Public
Project name : iSCOOP
Role : Project lead
Responsibilities : Responsible for the roll out of an SAP outsourcing project. And for the guiding and coaching of the department to turn into a team of directors. Execution of SAP maintenance is to be outsourced completely whilst the current department will get a managerial focus.
End result : New support contracts for maintenance and support

Period : 06/2007 - 01/2008
Organisation : Havenbedrijf Rotterdam (Port of Rotterdam)
Branch : Public / havens
Project name : Transition and Zorro
Role : Project lead
Responsibilities : Responsible for the design and implementation of the settlement and reviewing of Sea port dues in SAP. Sea going vessels visiting the Port of Rotterdam are charged for the use of the harbour. Tariffs are based on gross tonnage and additional reduction rules. The project concerned the administration of the process in SAP R/3 (predominantly SD) and BW.

Period : 08/2006 – 02/2007
Organisation : Wholesale DIY
Branch : Trade
Project name : Roll out
Role : Project lead
Responsibilities : SAP roll out for 2 subsidiaries

Responsible for the roll out, go live and transition to run and maintain SAP for 2 subsidiaries divided over some 15 locations.

Period : 05/2006 – 12/2006
Organisation : Ordina
Branch : ICT
Project name : The Lodge
Role : Project lead
Responsibilities : Selection and roll out of an CMM improvement program and a service management tool

Responsible for the roll out and implementation of a service improvement program (CMM level 2 to improve to a level 3) and the renewal of a service management tool (Infra Active 8). The improvement predominantly tries to achieve a shift in focus from process oriented thinking to delivery-oriented thinking.

Period : 03/2005 - 06/2006
Organisation : Ordina
Branch : ICT
Project name : Not applicable

- Role : Team lead
Responsibilities : Team lead of a SAP maintenance team (20 empl.) and an SAP Service Desk (5 empl.)
Responsible for the day-2-day operations of the SAP maintenance and support team and the associated service desk for some 25 customers.
- Branch : Telecom provider
Function : Consultant
Dates : Jan 2005 – Feb 2005
Assignment : Set up a cost control model
I advised and contributed to the design and set up of a cost controlling system within the ICT department to gain control over the costs of (hired) labour and projects.
- Branch : Telecom provider
Function : Project member maintenance releases
Dates : Aug 2003 - Dec 2004
Assignment : Co-guiding and controlling core maintenance releases
T-Mobile controls versioning of its kernel ICT systems through a set of 4 major annual releases that encompass systems for billing, invoicing, customer services, number activation, dunning, barring, accounting, purchasing, websites and the like. In between another set of 4 to 8 maintenance releases is brought to live. As a project lead I was responsible for the acceptance tests and transitioning from development/acceptance to production of these maintenance releases. I had a seat in the steering-committee and fulfilled a role in between the business and ICT.
- Branch : Retail
Function : Program manager
Dates : February 2003 – June 2003
Assignment : Program manager
I started working for a meat company that produces meat for supermarket Albert Heijn. As an ad interim program manager I was asked to take the lead in setting up and conducting a program that would improve local ICT. In doing so, I had direct responsibilities over all ongoing ICT projects. Once the local ICT had been improved, the architectural model served as a starting point to roll out ICT to two newly build similar plants in Poland and Sweden. I was also responsible for this roll out and I reported directly to the CEO. Unfortunately the project did not see the light of day since the Ahold fraud surfaced and my assignment was ended.
- Branch : Telecom industry
Function : Consultant / planner
Dates : January 2003 – February 2003
Assignment : Project management en planning coordinator
I was responsible for de coordination and planning of the migration of the core systems to get re-branded from Ben to T-Mobile. Over a period of 2 month, the core ICT systems underwent a major overhaul to get rid of all attributes that represented the old brand name and got replaced by the new brand name. Furthermore, extra functionality was added to support products that were launched at the time the new brand name went public. The migration plan comprised some 1000 tasks that needed to be carried out in a controlled and planned way. I took pride in the fact that I was member of a great team that managed to carry out the task timely and against high quality standards. The re-branding had a high exposure, since it was in many commercials on all Dutch television channels.
- Branch : Telecom industry
Function : Consultant / project lead
Dates : August 2002 – October 2002
Assignment : Project management and planning coordinator
As a project lead I was responsible for the handover of some thirty systems to production and support. Over a period of 2 month I was asked to ensure a smooth transition from development and/or production (stage 1) to production (stage 2) and from development to support. My tasks comprised the transition of knowledge, setting up service levels, manning the support organization, taking care of the production schedule and the like for those systems that were effected by the go-live of some 8 company wide systems.
Furthermore I was responsible for the operational maintenance and coordination of the central release to production planning. On day-to-day bases, I worked closely together with the project lead to ensure the set up and carrying out of a detailed integral transition plan.
The project, which was part of an overall program, ended in a great success. It was not only delivered on time and within budget, but also satisfied the customer's need.

- Branch : ICT support organisation
Function : Initiator / consultant / project lead
Dates : March 2002 – December 2002
Assignment : Implement the measures suggested in the conducted CMM-audit to reach level 2.5
As a project lead I was responsible for the complete overhaul of the service management organisation and its processes. This project implied the realisation of all suggestions encompassed in the audit-results mentioned here below. I set up a service catalogue (product market combinations), introduced ITIL processes, defined units of work (pre- and post calculus) and started several workgroups. As program manager I was responsible for the design and implementation of all aspects mentioned here above (ITIL, Service levels and products / services) and the boost of quality of service from CMM level 1.5 to 2.5
- Branch : Telecom industry
Function : Project lead
Dates : May 2002 – August 2002
Assignment : SAP / IST hand over to support and production
As a project lead I was responsible for the handover of a SAP collection system (industry solution telecom) to production and support. Over a period of 2 month I was asked to ensure a smooth transition from development to production and from development to support. My tasks comprised the transition of knowledge, setting up service levels, manning the support organization, taking care of the production schedule and the like.
- Branch : ICT
Function : Initiator, commercial lead, project lead and co-designer
Dates : January 2002 – May 2002
Assignment : Project lead for the realisation and marketing of the Mavim - SAP interface
Based on my findings at Ben (Ben uses Mavim as a case-tool for process modelling purposes) I proposed the build of an interface between Mavim and SAP and hence contacted Mavim Ltd. Mavim and Solvision agreed upon a mutual effort to build and market the interface. The interface was build in a period of some 4 month and henceforth was marketed and sold to several major companies.
- Branch : ICT support organisation
Function : Auditor
Dates : January 2002 - February 2002
Assignment : Conduct an ITIL audit, advice on the improvement program and carry it out
I conducted an ITIL based assessment on the quality of service. The audit focused on both ITIL service delivery and service support processes and assessed the maturity on a CMM scale. I set up a project plan for improvement accordingly. Furthermore I advised on the development of a service catalogue and set up a new basis for cost calculation and the (cost) management of products and services. I also fulfilled a leading role in setting up and carrying out the improvement program to reach CMM level 2.5.
- Branch : Telecom industry
Function : Business consultant
Dates : August 2001 – December 2001
Assignment : Analyse and model Ben process blueprint and organize key-user community
I was asked to consult on modelling telecom company processes and advise on the tooling accordingly. Primarily I was involved in the analysis and modelling of sales order management; both direct and indirect sales order management. The aim of the modelling effort was to implement the processes in SAP. In close corporation with the key user community all related processes were modelled and implemented. Furthermore I was partly responsible for the set up of new ways of working for the key user organization and advise on educational issues.
- Branch : Telecom industry
Function : Project lead and analyst / consultant
Dates : January 2002 – July 2002
Assignment : Improve operational SAP maintenance and service management for telecom provider
Acted as project lead and analyst for the set up and improvement of the service management organization within Ben Nederland. Based on ITIL, I conducted a project that led to the implementation of 65 recommendations for improvement. I reorganized the local service desk, managed the outstanding work and realized improvement on key performance indicators.
- Branch : Oil and gas industry
Function : Team lead and line manager
Dates : 1999 - 2000
Assignment : Transition project SAP implementation Norske Shell en Shell Gabon en Shell Atlas

Team lead for a group of ten, responsible for the support, problem solving and enhancements of SAP systems for Shell Exploration and Production.

These SAP systems support the maintenance and overhaul of the production platforms for various countries amongst which are Norway and Gabon. My role was to manage the day-to-day work and make sure the services meet their high quality standards and to ensure that the business is profitable. My efforts are judged on profit and loss, customer satisfaction, employee satisfaction and quality of the service. Besides my role as a team lead I also work as a SAP consultant in the area of Plant Maintenance and Materials Management. That work involves support, problem solving, implementing new functionality, etc. At the time I had three years of SAP experience (3.1H and some 4.0b) as a business consultant and as a SAP system consultant.

Branch : Aerospace and Defense
Function : Consultant system development
Dates : 1997 - 1999
Assignment : SAP business consultant for maintenance and overhaul.
Responsible for business analysis, SAP customising, organising workshops etc. in the area of plant maintenance for the Royal Air force. The project comprised the complete re-styling of all overhaul processes involved in the maintenance of aircrafts, both on- and off-equipment.

Branch : Aerospace and Defence
Function : Various
Dates : 1989 - 1997
Assignment : Various
product manager system dev. (1995 - 1997)
Responsible manager for full lifecycle management of products and services for system development. This included marketing aspects, financial responsibility, technological research, interaction with process managers and research and development etc.

advisor system development (1993 - 1995)
Consultant responsible for the analysis and research of organisational change, strategic IT management and embedding of new It-products in the organisation.

consultant system development (1991 - 1993)
Consultant responsible for giving business advise on informational, infra-structural and system development issues. This work also included project- and team responsibilities.

advisor decentralised systems (1989 - 1991)
Functional advisor on design and build of local area networks, technical architecture and the application of smaller business systems.

advisor personal computers (1987 - 1989)
Consultant for personal computer use.
analyst/programmer (1985 - 1987)
Design and build of business applications.
instructor computer use (1981 - 1985)
Development and teaching of IT training-courses.