



I have been working in the ICT sector since 2004. During that time, I have gained ample knowledge and experience with migration and test processes and software implementations. In my role as a project or test manager, I am responsible for large-scale, complex and dynamic projects which require tight time schedules, discipline and supervision. In addition, I specialise in improving business processes and defining strategic corporate solutions and time schedules. Thanks to my combined business and ICT background and my passion for project management and people I thrive on bringing parties together. Departure point therein is 100% commitment and involvement. This is how I achieve the best possible desired result and it is what enables me to complete projects successfully.

FIELDS OF EXPERTISE

Project management
Test management (incl. strategy and approach)
Migrations (incl. strategy and approach)
Package implementation (software)
Business strategy
Business processes
Business planning
Budget management
Resource planning
Project phasing and planning

METHODOLOGIES AND TECHNOLOGIES

Issue management (HP Quality centre)
Dashboard reporting
PRINCE II
ITIL
TMAP
Implementation plan
Master test plan/Test strategy
Fit/GAP analysis
CMMI

SCOPE

Test processes
Virtualisation & Cloud Computing
(Data)migration/(Platform)migration processes
Software implementation and development
Banking systems
Internet
Content management systems

INDUSTRIES

Banks
Insurances & Pensions
Telecom providers
Aviation

REFERENCES

Marcel Mertens (ING)
Ed Moerman (ING)
Patrick van den Berg (Atos Consulting)
Adri Bais (Accenture)
Ron van der Pas (Atos \ Delta Lloyd)

PARTNERS ABOUT ANNA

“Best description for Anna:
Involved!”
“She puts her heart and soul into her work and is considerate towards others.”
“Intelligent and openhearted”
“A real go-getter”
“Result-oriented and a true inspirer”
“Anna is pleasure to work with, in every respect”

TRAINING AND EDUCATION

Business Computer Science at the Arnhem and Nijmegen University of Applied Sciences
Prince 2 Foundation & Practitioner
ITIL Foundation
Virtualisation and cloud computing training
Silva Business course

AMBITIONS

Independent, appropriate organisational skills and advanced communications skills. The skill-set outlined above enables me to set the right priorities and keep a clear overview. Customers often regard me as a problem-solver: a person who sets herself apart thanks to her high level of professional expertise and involvement. In addition to taking responsibility, I am result-oriented, enthusiastic and driven. I therefore produce strategic solutions, realistic time schedules and sound advice, yet above all: I achieve structural changes in ICT processes within international and multi-disciplinary working environments, in which issues in the field of project and test management play a role.

“The achievement of your goal is assured the moment you commit yourself to it.”



Migration to the new generation workplace

<i>PERIOD</i>	June 2010 – to date
<i>CLIENT</i>	ING (financial sector)
<i>POSITION</i>	Project Manager
<i>PROJECT CONTEXT</i>	ING is planning to migrate to the new workplace concept in eight countries in eastern Europe (42 offices), with a Dutch design and blueprint as departure point. Central management is organised in the Netherlands. Local management is directed from eastern Europe (Ukraine). In practice, this means: <ul style="list-style-type: none"> - migrating all MS XP users to MS Windows 7, Office 2010 and Internet Explorer 8; - changing from the current software distribution mechanism (SMS) to the new version SCCM; - changing all hardware for both end-users and SCCM; - adjusting all business applications to make them compatible with Windows 7; - bringing parties together, such as suppliers.

I am ultimately responsible for the total project and centralised management from the Netherlands. In addition, I manage local project leaders and suppliers.

<i>DUTIES</i>	<ul style="list-style-type: none"> ▪ Setting out project scope and phasing and drawing up the project plan (including all corresponding project management deliverables: Project Mandate, Project Brief, PID, resource plan, etc.); ▪ The development and realisation of a project planning; ▪ Embedding internal and external dependencies; ▪ Implementation and acceptance of Dutch ING standards in eastern Europe; ▪ The central management of the project team, project leaders in eastern European countries and suppliers; ▪ Monitoring the project budget, risks, issues and any project changes.
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TSAM-TPM implementation (Cloud Computing)

<i>PERIOD</i>	March 2010 – May 2011
<i>CLIENT</i>	ING (financial sector)
<i>POSITION</i>	Project Manager
<i>PROJECT CONTEXT</i>	TSAM-TPM is a workflow tool that makes it possible for virtual ICT-systems to be rolled out automatically. The manual process (provisioning process) for system applications within the bank is highly complex and involves more than 15 ICT departments. Thanks to TSAM-TPM: <ul style="list-style-type: none"> - the client is able to compile a system himself and to start using this within a short period of time; - the time to market of each system application is reduced and becomes easier to predict; - all types of platforms used within the bank are automated;

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- the total system application (End-To-End process) is integrated in the workflow of the tool. Thanks to this integration, the E2E process, which is carried out manually and involves 15 ICT departments, is simplified, improved and automated.

I am ultimately responsible for the total TSAM-TPM project.

DUTIES

- Drawing up the project plan and phasing (Project Mandate, Project Brief, PID, resource plan and roadmap), as well monitoring the execution and embedding of internal and external dependencies;
- Managing multidisciplinary internal project team and external supplier(s);
- Arranging the communication to clients and stakeholders, as well as the structured handling of changes in scope, requests for changes, risks and issue escalations;
- Monitoring the project budget;
- (Configuration) management of deliverables; project documentation, management, organisation, agreements with and responsibilities of suppliers.

Data centre strategy (DCS)

PERIOD	October 2009 – February 2010
CLIENT	ING (financial sector)
POSITION	Test Manager
PROJECT CONTEXT	The client wishes to amalgamate 16 geographically spread data centres (Benelux) into 3 locations. This creates a large-scale and complex migration process. Points to note in this include:

- the dependencies with other projects, selection of tools and virtualisation, among other things;
- the original data centres that are decommissioned;
- the possibility of offering new services;
- setting up a DCS programme in order to realise these objectives. This programme comprises a number of streams.

In my capacity of test manager, I am responsible for stream migration. Focal point therein is setting out the strategy in relation to the applications to be migrated and tested.

DUTIES

- Formulating migration guidelines for the migration strategy;
- Compiling and ensuring the acceptance of the overall test strategy in conjunction with the bank segments;
- Test resource planning;
- Monitoring the overall planning of the bank segments, such as test planning, test scripts and scenario(s);
- Setting up management and planning mechanisms for the applications to be migrated;
- Setting up a high-level planning (bundled application planning);
- Internal planning of stream migration aimed at deliverables;
- Liaison between migration supplier and other large-scale live programmes (outside DCS programme);
- Coordination of phases of the test process (from preparation to completion).



Structuring Test Support organisation

PERIOD June 2009 – September 2009
CLIENT ING (financial sector)
POSITION Business Consultant/Coordinator
PROJECT CONTEXT A project organisation is continued in the form of a line organisation. A transformation project is set up in order to structure the new organisation. The service provision of the new department is aimed at test environments, test data and support, so that:

- testing between the ICT departments can be mutually coordinated;
- complex chain testing within the bank becomes possible.

In my capacity as a consultant, I am responsible for the correct contents of the transformation plan, setting up the business processes and the new service portfolio.

DUTIES

- Setting up a transformation project plan;
- Providing an overview of the current situation and the service portfolio;
- Setting out the future situation and the ITS service portfolio;
- Identifying the current business processes;
- Describing the business processes and the responsibilities (RACI);
- Identifying the current templates and methods of operation;
- GAP analysis at the relevant bank segments;
- Compiling the implementation plan;
- Coordination and liaison with the ING bank segments.

TANGO – System Integration and Data Migration

PERIOD October 2008 - May 2009
CLIENT ING (financial sector)
POSITION Project/Test Manager
PROJECT CONTEXT The defined objective of the TANGO programme is to merge two major Dutch banks. This is a large-scale project spread out over five years. The challenges are as follows:

- integrating the underlying systems;
- implementing the system adjustments and data migration;
- migrating private clients, SMEs and private banking clients.

Since local system development and local testing involve multiple bank domains, a central team is assigned with the task of supervising the execution of the project. My task is to arrange for substantive coordination between the different bank segments in order to enable a banking-wide chain test.

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DUTIES

- Test strategy and full test phasing (including test approach, test plan, test activities, test types and detail planning);
- Resource planning of central test team concerning a 5-month test process (preparation, execution and completion);
- Coordination of a feasibility and risk analysis concerning test environments and test data;
- Setting up an issue management process;
- Management of the test teams and eight members of staff;
- Complete coordination with bank domains involved in the 'chain' tests (coordination with test managers of approximately 12 bank domains).

Tridion upgrade & data migration

<i>PERIOD</i>	December 2007 - September 2008
<i>CLIENT</i>	Delta Lloyd (insurer)
<i>POSITION</i>	Migration Coordinator/Manager
<i>PROJECT CONTEXT</i>	This project concerns:

- complete redesign of the intranet website and the implementation of Tridion Release 5;
- data migration plays an important role during this project. After completion of the data migration, the need for various Tridion training courses follows suit. This concerns training of both advanced and novice users.

In this project, I am responsible for the coordination between the various teams (functional management, migration team, system development, testing etc.) and setting up training programmes.

DUTIES

- Setting out migration strategy (including migration approach, activities and planning);
- Coordinating the requirements process in relation to the migration process;
- Coordinating the migration preparation, execution and completion;
- Coordinating the various parties (development, migration, test team and functional management);
- Preparing and providing Tridion training, taking into account the knowledge level of the course participants.

Intranet website redesign and migration to Tridion 5.0

<i>PERIOD</i>	June 2006 - November 2007
<i>CLIENT</i>	NXP (Industry – semiconductors)
<i>POSITION</i>	Business Consultant
<i>PROJECT CONTEXT</i>	This project concerns:
	- migration of two obsolete content management systems (IPS and Collage) to Tridion version 5.0. IPS and Collage Users soon need to learn more about the new CMS. During this project, a special training programme has been set up and rolled out among approximately 750 candidates worldwide. The training material has been used by other Tridion trainers across the globe. In the Netherlands, a total of 150

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candidates are trained, among which 75 users, 28 editors and 35 engineers.

As part of this project, I arrange the coordination for the development of Tridion training courses and material.

DUTIES

- Analysing of two obsolete content management systems (IPS and Collage) and analysis of the Tridion course target audience;
- Studying the current implementation of Tridion and preparing the training material on the basis thereof;
- Developing training materials including the Quick Reference Card and all necessary documentation;
- Organising training to 150 candidates (and transfer to Tridion trainers).

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