IT Consultant

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As an IT consultant with a solid foundation in software engineering, I've worked for 20 years on many international projects, completing every aspect of the entire software development life cycle. This work required me to be flexible, open-minded and have the all the consulting and management skills that a client needs to get the job done successfully.

Over the years, I've climbed up the ladder from developing and designing (enterprise) applications and their integrations, to testing and incident management, to team leading and technical project management. A solid foundation in software engineering and the ability to use that knowledge in different environments have led to invaluable experience on utilities, telco billing, CRM and help desk systems and their integrations.

I've always striven to understand the customers' business processes, requirements and their underlying concepts in-depth to be able to design and implement them in the best possible way in reusable solutions. These projects took place all over the world and helped me gain a wonderful insight in different cultures and customs and how to use that to successfully complete and lead a project.

In addition to all the software developed, I've been particularly pleased that a lot of work was done on quality assurance through testing, reporting and incident management. Being another side of the same coin of software development, the difference in thinking is what helped me to constantly improve my work and create opportunities to share the results of these derived deliverables with others.

Key skills:

- Conceptual thinker with an analytical mind for process optimization
- Comprehensive knowledge of utilities, telco billing, CRM and help desk processes and applications.
- Software design, both functional and technical.
- Oracle database design, performance optimization and reporting.
- Experienced in programming, particularly PL/SQL and VBA.
- Native Dutch with excellent spoken and written English and conversational German.
- Effective team player with good interpersonal skills.
- Two decades of experience

At the Oracle Utilities Global Business Unit (UGBU), I worked as Principal IT consultant on international utilities projects. A principal consultant in the UGBU performs many tasks ranging from hands-on development, to design, to architecture and related tasks including but not limited to training, SME and sales support (RFP) and team leadership. In the later part of the career I crossed over to the technical management side.

Going from design and architecture work to management, the best part of the work was always to inspire others to learn, both clients and Oracle colleagues, as that is what a consultant is supposed to do.

Oracle Utilities Global Business Unit Assignments:

Internal Projects   June 2015 – July 2016

The majority of the work was to coordinate and conduct the work that went into the development of VirtualBox virtual machine environments. Multiple Oracle Utilities demonstration servers were created to support the Sales department. The Oracle Automation Test Suite for Oracle Utilities was designed to work across multiple virtual servers to be able to work together on one or more host machines. These had to meet the requirements including that these were optimized through scripting to be able to run the VMs on laptop for Sales and colleagues for daily use while being able to run multiple instances of said VMs on the same network without interference.

The involved XML-based web-services of MDM, ORS and ODM, including the underlying OUAF processes had to be investigated, verified, tested and documented using SOAP and SQL tracing.

Client: Chubu Electric Power Company, Japan   July 2014 – April 2015

GDC Release Manager

As the on-site Defect and Release Manager I was responsible for the MDM/SGG deliverables from the Global Delivery Centre in Manila and the consulting team for a project from CEPCO in Nagoya, Japan. Here I was responsible for overcoming the cultural differences and language barriers that were part of the challenge when working on process improvements and working conditions between countries and cultures, while managing defects and releases for multiple code lines and test cycles.

At this project it was frequently necessary to be the backup for the Project Manager. Apart from the daily business I contributed to the significant improvement of the overall delivery management and management reporting processes through report optimization and standardization.

Internal Project, UK Pricing Accelerator   October 2013 – June 2014

Development and Release Manager

The responsibility was to lead the functional and technical upgrade of the Quotations Management UK market pricing accelerator. This consisted of development, testing, release management and coordination of deliverables from multiple sources for both UGBU and non-UGBU components. The UK market pricing accelerator is a pre-configured QM solution that addresses most required industry processes for C&I gas and electricity pricing in the UK and needed to be upgraded to the latest version.

The main challenges were to get the solution to work as a virtual machine, accessible remotely yet safely, modify the key web pages to work in the new framework and correct the demo installation specific items and data.

Client: Bord Gais, Ireland   June 2013 – October 2013

Principal Consultant, CC&B Test Support

The CC&B test team at Bord Gais required assistance with writing both SIT and UAT test scenarios and templates for a number of new developments that enabled Bord Gais to meet the new legal requirements for the upcoming year. Despite the seriously shortened time available for the project due to the legal restraints, deadlines were still met by redefining test procedures and test result documentation.

During the duration of this project, BG was the primary client and the Lyse project was done in overtime remotely.

Client: Lyse, Norway   March 2013 – October 2013

Principal Consultant and Oracle Real-Time Scheduler on-site support

Lyse was working on solutions for the planning of activities and management of field service engineers from Siebel to ORS through the Siebel Connector. I was supporting the development team located in India by handling the Oracle Real-Time Scheduler side and testing of the chain from Siebel (in Norwegian), over the Siebel connector to ORS and using SOAP.

Internal Project, MDM Translation   February 2013

For the build out of UGBU's express MDM implementation accelerator, I designed and implemented country specific configurations and translations for the Dutch market.

Internal Project, ODM QA Tester   March 2012 – June 2012

The Operational Device Management system required Quality Assurance testing prior to going live. Due to prior experiences with the OUAF framework, asset management and practical business process knowledge, I soon became a leading team member.

Client: ADWEA, UAE   May 2010 – June 2010

Principal Consultant, Architect

As first architect on-site, I set up the ADWEA project plan and workshop framework.

Client: Accenture UK   May 2010

Principal Consultant, SME

Advise Accenture as Subject Matter Expert on the MDM metering system and its integrations in the EDF bid.

Client: Eesti Energia   September 2009 – April 2010

Principal Consultant, Architecture and Design

On the first Oracle Utilities project in Europe based on the new Oracle Utilities Application framework, I was part of the Oracle pre-sales team at Eesti Energia to complete the analysis phase of an Oracle Utilities project to integrate the Meter Data Management module with multiple metering systems, Oracle CC&B and an asset management system.

After this project win, the responsibilities were to assist in the MDM training, lead workshops and be responsible for a mayor part of the functional design and architecture of the system.

After the approval of the functional design, I became lead technical design and development for the meter reading interfaces and web service interfaces for meter readings. The smart meter reading systems were not designed to be accessible directly at that stage, but the interface process flows are set up to accommodate for their future availability.

Client: Fichtner   September 2009

Principal Consultant Support

Provide support to the Oracle Utilities support team that was performing a proof of concept to integrate SAP and Oracle Utilities EIP using weblogic and virtual machines for Fichtner.

Client: Centrica, UK   August 2009

Principal Consultant, Project Support

Centrica went live with a major release of Oracle Lodestar and a part of the development team was transformed to a support team. The original assignment was to support the team in the resolution of issues, but quite quickly it became apparent that the organisation of the team and the handling of the support issues needed to be streamlined as well. After I reorganised the team, I provided methods for efficient problem analysis.

Client: Electrabel Nederland   January 2009 – June 2009

Principal Consultant for Upgrading Lodestar

Electrabel NL was in the process of preparing for the upgrade from Lodestar v4.1 to Oracle Utilities v1.5 and needed a primary Oracle Utilities consultant.

The main components of this role were to determine the impact, set up the planning for both the technical part of the upgrade as the overall project organisation impact, co-write the business case and present information to all interested and impacted departments.

Client: Electrabel Nederland   January 2009 – March 2009

Principal Consultant, Crystal Reports Designer

The Crystal reports reporting part of the Gas project required a redesign due to the amount of change requests, unclear functional specifications and poor performance. I redesigned the architecture, cleared up the specifications and participated in the actual building of the reports.

Client: Electrabel Nederland   April 2008 – January 2009

Principal Consultant, Team Leader & Lodestar Consultant

Technical team leader to a group of 10, mainly junior, developers to complete an Oracle Lodestar 4.1 Pricing and Contracting project for large volume gas customers. Due to the nature of the group and the organisation as a whole, knowledge spreading, planning, organisation and redesigning of the functional specifications were the main components of the assignment.

In September 2007 I was hired to be the billing specialist at Bearingpoint for KPN.

Client: KPN   September 2007 – February 2008

Senior Consultant Billing

At KPN, Bearingpoint set up a Portal Infranet solution for billing VPN connections to business customers. The functional documentation of the application was in need of an update according to UML standards in Rational Rose.

Internal   September 2007 – February 2008

Senior Consultant New Development

As Billing and CRM specialist I was assisting MDs and PMs to respond to RFPs and introduce Bearingpoint to new potential clients.

American Management Systems was acquired by CGI in 2004.

Starting as senior Vantive Consultant at Casema, during the upgrade of the systems I took the opportunity to change from Vantive CRM to Kenan Billing Systems and after a period on the test team, joined operations to improve the processes.

Using PL/SQL programming and a good understanding of proper database design, created more robust and flexible interfaces between systems to significantly reduce the amount of errors and clean up the problems created by previous versions.

Also working with DBA team members to drop the bill run times from days to a single Friday morning by, amongst other techniques, creating a load balancing system based on expected load on customer type, in-depth database optimization strategies (mainly prep work prior to bill run) and multitasking capabilities.

CGI Assignments:

Client: KabelNL   August 2007 – September 2007

Team member for RFP

Following the GAP analysis phase at KabelNL, I created the high level design for the future billing solution and assisted other team members.

Client: KabelNL   June 2007 – August 2007

Billing Architect and Subject Matter Expert

The three Dutch cable companies Casema, @Home and Multikabel merged. As SME I was responsible for assisting the OSS/BSS Billing stream in identifying gaps and lead the solution design phase for the Kenan Billing Application using the Oracle AIM methodology.

During this phase the role was to be advisory consultant to explain the working of the existing systems and their integrations and make general recommendation to future systems. I was deliberately not a part of the decision making process nor information flow on future designs and all the information received was made available to other parties and scrutinized by KabelNL to remove any possible conflict of interest for the next phase.

Client: Casema   May 2006 - June 2007

Technical Application Manager Kenan

As technical application manager at Casema, a Dutch cable company, I was responsible for the overall billing operations. The main tasks were to bridge the gaps between database administration and application assistance and between application assistance and business operations.

This role was created to shorten the duration of bill runs, structurally improve the overall performance of the application and the links between other applications, to reduce discrepancies between applications and improve the quality of data. This lead to a mature application and provided management and business operations the tools to actively track and improve the functional aspects and workflow of the billing application and become compliant according to the standards set by the accounting department.

A detailed understanding of the Kenan application, PL/SQL programming language and the Oracle database, have turned the bill run period into one of the quietest periods of the month. Through the creation of a flexible reporting application, key users and management now have access to a reliable source of information.

Kenan billing application developer and interface specialist

Casema started the migration from the Vantive CRM/Arbor Billing application environment to the new Oracle EBS CRM/Kenan Billing application environment in October 2004. The initial role was Kenan billing applications developer and functional tester, but later I designed and assisted in developing interfaces between these applications to transport large amounts of billing data from Kenan to EBS.

Because of his knowledge and analytical skills, I was also assigned to a team to stop integration problems, build an advanced reporting tool and assist management in tracking of issues.

Client: Casema   October 2002 - October 2004

Senior CRM Consultant

At Casema, I was involved in 6 out of the 7 major projects where the main focus was the CRM application Vantive, running on Oracle/Unix.

Upon start I assisted the existing development team, yet soon became an important member of the Vantive product and application Assistance team to help to drastically reduce the number of incidents, errors and requests for changes. This role continued to be a part of his responsibilities for the entire duration of the assignment.

Due to the previous experiences with CRM projects as senior consultant I soon became involved as leading technical architect, designer and developer on the main projects. Usually combined with team leader responsibilities.

The mayor projects involved improving or setting up advanced integrations with external applications like the Arbor billing application, the network operation applications and a logistical interface. In the end an exhaustive data clearing process was started that formed the basis of the migration of this application to the new Oracle EBS CRM environment.

After enjoying a sabbatical I knew that any future job needed to include travel. The Vantive Consulting Team at Antares was a perfect fit. Here I made a lightning fast career starting at the Vantive Help desk itself which was going through enormous change and provided huge challenges and I became a senior Vantive consultant in 2 years. After Peoplesoft took over Vantive and announced that they wanted to use their own consultants, I diversified within Antares.

Client	Assignment
Antares, System Engineer	Network maintenance, including Windows servers and client PC's.
ANWB, OpenMarket Developer	Development of an XML-based OpenMarket Internet Content Server. Modification of Jive, forum software written in JSP, for use within the same site.
Reesink/Interlogica, Analyst	Business analysis for an IBM Websphere shop for Reesink and its partners.
NCR Mannesmann, Senior Vantive consultant	Vantive development and development of a timestamp generating application, using queries and Visual Basic, for management reports.
ABN-AMRO, Senior Vantive Consultant	Proof of Concept "Offline modelling and online scoring"; An integration of Vantive and Dsire, the data-mining tool from Data Distilleries, using Java.
Software AG, Senior Vantive Consultant	Analysis, design and assistance in the development of the Vantive Sales application with the main focus on campaign and lead management processes.
Federal Express, Vantive Consultant	Installation of a basic Vantive 8 environment. Address the requirements and necessary changes for data exchange between multiple applications/databases and Vantive.
Vantive Technical Assistance, Tech Support Engineer	First and second line technical Assistance engineer EMEA. Worldwide top case closer within 5 month. The Vantive help desk was suddenly understaffed due to unavailability of staff. At this point I was asked to step in as support engineer. While there, I set up a test lab designed to quickly be reconfigured to emulate a customer setup for problem replication using ghost images and triggered a reorganisation of the tasks and procedures.

Post internship, Microsoft Application developers

Cyberlan, HEAT expert

Provide consultancy and training in ITIL-compliant FrontRange HEAT help desk software supplied by Cyberlan to its customers. In between assignments I provided Customer Assistance and assisted the sales department. Crystal reports was used to create a set of reports which became the de facto standard templates for reporting on the accuracy of the help desk system, ITIL compliance of the assets and verification of the timeliness of the incident handling.

The application back-end was mainly MS SQL Server databases which allowed for MS Office connectivity which created opportunities for additional development and data clearing projects.

Education

| 1998 | Fontys Hogeschool Eindhoven |
| | BSc Software Engineering, major Management Information Applications |

2012	Oracle University
	Oracle Utilities OUAF configuration, MDM, ODM, MWM/ORS, Oracle Utilities Business Intelligence
2009	Oracle University
	Oracle Utilities Transaction Management
2008	Oracle University
	Oracle Lodestar v4.53 Developer course
2006	CSG London
	Kenan Usage, Billing application training specialised in usage
2005	CSG
	Kenan Fundamentals
2003	AMS
	Positional Leadership, Team leader training
2001	eWare London
	eWare essentials. Developer course for eWare eCRM
2001	SUN
	Sun Solaris 8 application administration I & II
2001	OpenMarket
	OpenMarket Content Server developer course
2000	Vantive US
	Vantive-on-the-Go administration course
1999	Vantive
	Vantive Object Studio developer course.

Languages

English	Speak	Fluently
	Read	Fluently
	Write	Fluently
Dutch	Speak	Fluently
	Read	Fluently
	Write	Fluently
German	Speak	Conversational
	Read	Average
	Write	No
French	Speak	Limited
	Read	Limited
	Write	No

Other Skills and generic software

Designer skills	ERD, DFD, RAD, Rational Unified Process Waterfall and Agile methodologies
Database	Oracle 8 – 11g MS Access 97 -2003 MySQL 5 Community Server MS SQL Server 6.5-7.0
Database, reporting and BI tools	SQL Developer Quest TOAD SQL plus Crystal Reports 10, 11 Oracle Utilities Business Intelligence
Programming Languages	PL/SQL, VBA, Pascal, C++, Lodestar Rules Language, OUAF, basic Java & JavaScript
Office Applications	MS Office LibreOffice / Open Office
Operating Systems	Linux, Windows 95 – 10, Unix, DOS

Other interests:

- certified in Thai therapeutic massage.
- Diving (OAW, deep, nitrox), snorkelling.
- Travelling, particularly by motorbike and as backpacker, to meet other people.
- Amateur photography.