

Profile

Name: M.L. Bergmans (Marloes)
Address: Iliumstraat 10, 5631 JJ Eindhoven
Telephone: 040 2456047 / 06 30374377
E-mail address: info@marloesbergmans.nl

Education

BISL Foundation	2010
ITIL Foundation V3	2010
Prince-II	2010
Test management	2008
Propedeuse Business Administration	1999
AMBI, complete	1992
PION	1986
Physiotherapy	1986
Atheneum Beta	1980

Additional courses

Project management, Business Process Re-engineering, change management, managing conflicts and influence.

Description

I find the challenges in my work in building bridges between business and IT by providing adequate IT services with the purpose to support the primary business processes. By knowing the business processes I make sure to find the improvements most needed and advise about altering, if necessary, the service levels and conditions, using prioritization and cost-benefit analysis.

Cooperation is crucial for me: knowing the people that are working in the business processes and understanding their needs. Beside that I analyze the facts given by incident and change management to get the right information and the best results. Based on this all I can advise about and assist in preparing and implementing improved workable services.

In a role as team leader I tend to get the best out of my co-workers by listening and providing the most adequate environment for them to excel.

Personal qualities

Spontaneous, sympathetic, analytical, good reporting competences, decisive, focused on cooperation and creating win-win situations.

Work Experience

2009 - present

Role: Senior Application Administrator
Employer: ROC Eindhoven
Industry: Education

Activities

- Understanding the basic needs of the software users and translate this needs to improvements of services delivered.
- Negotiating with the software supplier to improve services delivered.
- Identify bottlenecks and inconsistencies in administrative procedures in order to advise about improving and simplifying them.
- Improve consistency between the applications used.
- Establish and manage incident and change management using TopDesk.
- Introduce and control reporting methods to align needs and delivered services.

Added value

Bringing the use of ICT services and applications on a higher level within the ROC Eindhoven.

2006 - 2009

Role: Team leader Functional Management

Employer: IAK Verzekeringen

Industry: Insurance

Activities

- Develop and implement the functional management of the health care application of IAK, based on ITIL and BSL. Team leader of 5.
- Implementing service level management in an outsourcing model with supplier Atos Origin, who delivered technical services, and with Oracle as software supplier.
- Negotiate with these suppliers in order to control the delivery of the functionalities and performance according to the agreed service levels and costs.
- Ensure proper and effective fitment of the healthcare application, using the knowledge of the primary business processes.
- Ensure proper prioritization of deliverables using incident and change management data.
- Introducing cooperation with Release Management and Test Management.
- Tactical planning and budgeting.
- Member of Change Advisory Board.

Added value

From practically nothing, I established the functional management function for the healthcare application. I introduced adequate progress reports to create understanding between users and suppliers. I focussed on compatibility between the needs of the business and agreed service delivery of the suppliers.

I created a consistent team with co-workers and developed with them a high standard of custom intimacy, within the boundaries of the service level agreements.

In order to reduce incidents after implementation of software, I emphasized the urgency of better testing before implementation, not only at IAK but also at the suppliers businesses.

04/2006 - 09/2006

Role: Facilities Manager (temporary)

Employer: NTS Megatronics

Industry: Industry

Activities

All work related to the facility services, such as Purchasing, Contract Management, Property management, canteen management, reception and security

During this time I filled in for a maternity leave to the satisfaction of the facility manager and other management. The transition from her to me and vice versa went smoothly.

2002 - 2005

Role: Team leader IT and Facility Service

Employer: city counsel of Heeze Leende

Activities

- Embedding operational and application management within the ICT service.
- Buying and customizing software.
- Making, introducing and executing an information plan.
- Negotiating about the contracts with software suppliers and facility suppliers.
- Improve testing of the software in consistency with the business processes.
- Projectleader of the introduction and implementation of a Documentary information System.
- All work related to facility services.

Added value

In this period I wrote a business case for the digitization of the archive and mail, and got it approved by the board. I then led the implementation project (selection, testing, adjusting internal processes).

1999 - 2002

Role: Operations Manager

Employer: Interplein, an internet company

Activities

This small company made interactive (financial) modules on the Internet, created and maintained websites and portals. Customers were banks, insurance companies and brokers. The company consisted of web developers, programmers, system administrators and staff (finance, administration, personnel). My job was running the internal organisation.

1998 - 2000

Role: Project Manager

Employer: Rabobank Netherlands

Activities

During this time I was projectleader for implementing new software at the local banks, which I successfully accomplished.

1995 - 1998

Role: Project Advisor

Employer: Steenwinkel Kruithof and Associates, Amsterdam (advice and consultancy company)

Activities

- Project Advisor for a business process redesign project at Obragas, a gas supplier in Helmond.
- Project Acceptance Testing of a handheld terminal system.
- Project Advisor at Intergas, a gas supplier in Oosterhout: including setting up and managing a business process redesign project.
- Information analyst at Rijkswaterstaat.

1990 - 1995

Role: Functional designer, information analyst, programmer

Employer: EPZ (Electricity production company southern Netherlands)

Activities

Designing, developing and implementing a Documentary Information System on the locations of EPZ.

1988 - 1990

Role: System Analyst / Programmer at PTT Telecom

Activities: Systems analysis and programming using Cobol Software / Embedded SQL

1986 - 1988

Role: Programmer with Pandata

Activities: Programming Adabas / Natural on AS400 at Philips Research