



Selected Assignments

Agile Transformation at an energy Transmission System Operator

Agile coach and change manager for the IT department that services the Operations that build and maintain the energy grid. Helping the new organization to get ready for the required non-linear growth as a consequence of the energy transition, through an agile way of working, and by leveraging data and digital.

Urban Data Platform procurement and Public Private Governance Design

Member of the strategic procurement team of a large Dutch municipality that selected a commercial party to develop and run the city's Smart City Data Platform. During the competitive dialogue procedure my role was to design a governance mechanism that embeds public values, whilst maintaining entrepreneurial freedom.

Digital Maturity Assessment at a College for vocational education

An assessment of the future-readiness of the ICT organisation was conducted using the COBIT framework. A tailor made high-level maturity model was used to set the digital ambition for the organisation and make recommendations for behavioural change and innovation.

Vision on digitalisation for a Group of primary schools

Developing a vision on the digital future of basic education and assessing the impact on the pupil, teacher and school principal. Scenario thinking together with leadership from the central organisation and selected school principals resulted in a portfolio and roadmap of digital projects, together with a change management plan.



European Salesforce CRM implementation for a Global energy company

Envisioning, as the Global CRM program manager, a more professionalised client relationship management (CRM) approach for all operating companies around the globe. Initiation of the innovative CRM program involving five European opco's and overseeing the implementation in Great Britain, France and Italy.

External stakeholder engagement for a medium sized municipality in The Netherlands

Shaping the approach for a municipality to engage external stakeholders through "expert sessions" as they are transitioning to the Next Digital Economy. Supporting top-management to identify and frame their challenges, covering topics like regional economic positioning, digital inclusion, digital platforms, and ecosystem nurturing.

Vision on e-services for a large municipality in The Netherlands

Supporting a cross-departmental team of the municipality to craft their vision on e-Services and required ICT capabilities. Guiding the discussion with frameworks about the future of digital government and the impact on modern ICT architectures.

Change management & business process redesign (BPR) at a large Polish Food Retailer

Leading a large multi-disciplinary, multi-national project team working on the optimisation of all the administrative and operational retail processes and systems. Personally responsible for change management, working closely with the CFO and other Board members of the company.

Post-acquisition organisational integration at a European Commercial Real Estate Organisation

Supporting the CEO and management team of the Netherlands Operating Company of this publicly listed company with the integration of the acquired organisation. Redefined the organisation structure and business processes, and co-developed their Digital Innovation Agenda.

CRM visioning, implementation, and organisation redesign at a Dutch Public Transport Operator

Working closely with the commercial directors and managers to help them transform into a more commercial and more customer oriented organisation. Defining their CRM strategy based on e-ticking in public transport, redesigning the organisation structure and required competencies, and managing various ICT projects.

Post Implementation Evaluation of an ERP Implementation at a Czech Retailer

Leading a team hired to evaluate a recently implemented ERP system that faced severe user rejection. Failed change management was identified as the root cause of the problems. By bringing IT and Business back on speaking terms, most issues were resolved resulting in good use of the system.

Electronic Market envisioning and implementation in the FMCG sector in the United States

Starting up one of the first electronic exchanges led by a consortium of fast moving consumer goods (FMCG) companies. I joined the team in Chicago to contribute my expertise and experience with Joint Category Management gained by working with retailers and manufacturers across Europe.

CRM Strategy in a B2B environment at a global Industrial Electronics Company

Coaching an international team of key players to agree on a shared B2B CRM Vision, critical success factors, and an implementation Roadmap. The challenge was to align vision and strategy across the various business units and countries. My support and expertise to steer the decision making was evaluated with a 10 out of 10.

Strategic innovation at a packaging supplier for the consumer goods industry

Supporting a packaging supplier developing a revolutionary new printing concept allowing consumer goods manufacturers to reduce inventory and obsolescence of packaging material. Added retail industry knowledge to the innovation processes, and led a team that surveyed over 20 consumer goods companies across Europe.

Retail Information System for a Major International Airport and its Duty Free Retailers

Leading a team that developed a shared vision for the airport and its duty free retailers, by getting the different organisations to agree on the advantages and purpose of a common system. We also designed the architecture and roadmap for implementing this system.

CRM implementation for the marketing & sales department of a Pharmaceutical Company

Developing and implementing a Pharma CRM system. My team emphasised change management through extensive communication with core users, the steering group, and the rest of the organisation. Training of all users was key. The project was completed within budget and ahead of schedule.
