



# RUDOLF DIJKSTRA

AGILE COACH / IT-MANAGER



Vcard

## MY EXPERTISE

- Agile coaching
- Agile process design and implementation
- Jira design, implementation and migration
- Confluence design, implementation and migration
- Teambuilding
- People management
- Multicultural teams
- Crisis management
- Incident management
- Change management
- Project management
- Stakeholder management

## CAREER OVERVIEW

Period	Role	Company
06-2019 - Present	Scrum master / Manager customer team	Vancis
02-2014 - 06-2019	Agile Coach / Release manager	Active Video
01-2013 - 02-2014	Sabbatical	
05-2011 - 01-2013	Agile coach / Line manager	Asset Control
06-2010 - 05-2011	Incident and Problem manager	ING securities
06-2009 - 06-2010	Project- and Release manager	Lacent B.V.
08-2007 - 06-2009	Project manager	Friesland Bank
10-2006 - 08-2007	Scrum master / Project manager	Getronics

## EDUCATIONAL OVERVIEW

### Course / education

Agile champion  
Certified Scrummaster  
Neuro Linguistic Programming  
Prince II Practitioner  
RUP awareness  
Ipma-D Projectmanagement  
Projectleading 1  
Prince II Foundation  
Medical First Aid  
HEAO Business IT and Management (HBO)  
Introduction to Oracle9i: SQL  
Microsoft Certified System Engineer  
Reporting in writing  
Effectively communicating and presenting  
Administrator of information systems (MBO)

### Instituut

Xebia  
Xebia  
Academie voor Psychologica  
Icm  
Capgemini  
GPR  
Capgemini  
4PSO  
Ardyn  
Hanzehogeschool  
Oracle university  
Microsoft  
Bureau Zuidema  
Procon  
Friesland College

## PROFILE

Highly motivated and self-starting Agile Coach, Scrum master and IT-manager with more than twelve years of Scrum and Agile experience.

My track record shows that I perform excellent under pressure, know how to motivate people and keep an eye on the end-result, the people and the environment I operate in.

I am strong in designing and implementing workable processes where I mainly steer on output.

People describe me as an open person who cares for his people and knows how to motivate them.

## MY CONTACT DETAILS

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## MY PERSONAL TOOLBOX

- Agile
- Scrum
- Kanban
- DSDM
- Prince 2
- ITIL
- Jira
- Confluence
- Zephyr for Jira
- Tempo for Jira
- EazyBI
- Mind mapping
- Situational leadership
- NLP

## CAREER DEVELOPMENT

### June 2019 / Present - Scrum master / Manager customer team Vancis C&MS

Vancis is a Managed Service Provider offering IaaS, NaaS and PaaS solutions to its customers.

As a Manager customer team I'm fully accountable for the customers assigned to my team. This means that my team and I are responsible for executing and managing different projects and for the daily operation of the customer's environment.

#### Accomplished successes:

- Rebooted a large and difficult customer migration project.
- Successfully executed several customer migration and onboarding projects.
- Enabled customers to track and monitor their projects in real-time by implementing an entirely new Jira environment.
- Enabled customers to access their documentation online by implementing an entirely new Confluence environment.
- Hugely Increased insight into project progress, project deviations and employee occupation to senior management by implementing EazyBI and configuring several dashboards with real-time project information.

### February 2014 / June 2019 - Agile Coach / Release manager Active Video

Due to very rapid growth of the company it became necessary for the development department to create more structure and better development and delivery processes. As Agile Coach I guided both management and employees in agile principles and an agile mindset.

#### Accomplished successes:

- Boosted the performance of the development team significantly by transforming a waterfall organization into an agile organization.
- Brought development and documentation in control by implementing Jira and Confluence and designing processes.
- Improved the overall quality of the end product, reduced test time, and made testcases and test results continuously available and repeatable by optimizing test processes and implementing Zephyr.
- Reduced time to market of new features and patches by implementing adequate release management and a CI/CD pipeline.
- Satisfied customers and stakeholders over and over again by managing more than sixty successful releases.

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## MY FAVORITE QUOTES

- "To improve is to change; to be perfect is to change often."  
(W. Churchill)
- "The things that make me different are the things that make me."  
(A.A. Milne)
- "In the middle of difficulty lies opportunity."  
(A. Einstein)
- "Imagination is more important than knowledge. Knowledge is limited. Imagination encircles the world."  
(A. Einstein)

## januari 2013 / februari 2014 - Sabbatical

After working for 16 years in IT I decided to take some time to do something totally different and renovated my house. Creating my own space and while busy building, do some honest soul-searching, What are my strengths and weaknesses, what do I do best and what motivates me.

## May 2011 / January 2013 - Agile coach / Line manager Asset Control

At Asset Control the term "Scrum manager" is being used for the combined role of agile coach and Line Manager. As "Scrum manager" I simultaneously led three Scrum teams.

In this role I was responsible for the planning, developing and releasing of extremely high-quality data management software and for transforming the development department into an agile organization.

### Accomplished successes:

- Boosted morale and doubled velocity of my teams by implementing Scrum and coaching the teams and the individual team members.
- Brought planning, development and releases in control by implementing and configuring Jira and Confluence.
- Satisfied customers and stakeholders by managing more than 12 successful releases.
- Reduced time to market of new features and patches implementing a CI/DC pipeline with Jenkins and GitLab.

## July 2010 / May 2011 Incident- and Problem manager / Team manager a.i.

### ING

Due to the introduction of a new securities' management suite (EuroPort / EuroFront) and the migration of  $\pm$  400,000 customers to this suite ING created a new maintenance department. For this department I implemented the (ITIL) Incident and problem management process and led the team on an interim basis.

### Accomplished successes:

- Cleaned up a backlog of more than a thousand incidents and brought this back to a daily workload of about twenty incidents a day.
- Significantly decreased resolution time and boosted morale by implementing ITIL based Incident- and Problem management.

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## MY HOBBIES

- Spending time with my family
- Running
- Gardening
- Traveling
- Reading
- Cooking

## Juni 2009 / juli 2010 - Project manager

### Lacent B.V

Lacent B.V. is the credit provider of a big internet retailer called Wehkamp.nl As a projectmanager I successfully managed several projects for Lacent.

#### Accomplished successes:

- Improved software delivery by Implementing and describing the release management process.
- Improved the security and workability of the primary customer information systems by implementing Identity and Access Management (IAM).
- Reduced the risk of non-recoverable credits by implementing an entirely new product for voluntary debt restructuring.

## Augustus 2007 / juni 2009 - Project manager

### Friesland Bank

As a project manager at Friesland Bank I was accountable for several bank wide projects.

#### Accomplished successes:

- Enabled the purchase and implementation of a Document Management System (DMS) by executing a bank wide business analysis and writing a project initiation document.
- Increased security and usability of the bank's core systems by implementing a bank wide RBAC and provisioning system from Bhold.
- Increased profit from the rental of payment terminals by introducing a new billing system.

## Oktober 2006 / augustus 2007 - Project manager / Scrum master

### Getronics

As a project manager at Getronic I was seconded to Gasunie N.V. where I led various projects.

#### Accomplished successes:

- Reduced the risk of damaged gaspipes by reducing the lead time of so called Klic calls, from three days to several minutes in SAP.
- Build and delivered an application for gas contracts and gas field management for Gasterra.

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