A **Rotterdam, The Netherlands**

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John Delmé

Result driven

People oriented

Can do attitude

Stress resistent

Adaptive

Qualifications:

25+ years experience in a mid to large sized company leading components of an infrastructure organization. Leader with a sustained record of success delivering complex IT services to a diverse and global clientele.
Experience in running large scale operations and improvement programs and managing staff
Experience in data analytic and data collection
IT Project and Portfolio Management
IT Systems Architecture, Engineering and Operations
24x7 System operations
IT Processes including Service Desk Integration and Incident/Problem management and Escalation
Familiar with modern Cloud solutions, architecture principles and agile working.
Experienced in implementing (new) IT-systems and leading change.
Attention to detail; ability to work under pressure
Proven experience of developing and maintaining customer relationships

Skills & Competencies:

Pragmatic and flexible, with strong vision on how IT can support business.
Strong communication skills in Dutch,English and German.
Change management with sound planning- and organization skills.
Coaching leadership style and team builder capabilities.
Lean \ Six Sigma - Black Belt certified. LEAN.nl
Mindmapping training, Brainstudio
Speedreading training, Brainstudio
Communication training, Twice
Conflict Management training, Twice
ITIL V2 foundation, BT
Prince 2 foundation, BT

Experience:

Over the last 10 years I have been working as freelancer at ICMP management. I have been working for several companies in project management roles with the following responsibilites:

- Scope, budget and cost management of large-scaled SOX-governed projects in the automotive, tabacco, transport and logistic industries.
- Overseeing the full project cycles including initiating, planning,executing, monitor/control and closing.
- Multi-level (C-) customers, subcontractors and supplier relationship management.
- Multidisciplinary project team management including several software teams, mechanical, electrical, production, service and installation.
- Cover system specification, design engineering, implementation, testing, installation and SOP.
- Management of procurement (including contract negotiations) Management of production, testing and site-installation
- Internal and external Sr Management stakeholder management
- Project monitoring and control (PEP, management plans, project reporting and project planning tools, analysis, use waterfall and software agile methodologies, EV reporting, presenting)

Customers:

Oceaneering AGV systems, Sr. Project manager *(jul'17 –feb'18)*
Delivery of AGV system to a leading luxury car manufacturer. The AGV system is part of the production line, more specific the marriage process. By implementing this AGV system production capacity has increased by 10 %, from 230 cars to 250 per day, while guaranteeing production reliability for at least the next 15 years. Management of a project team of 15-20 FTE.

Certus Port Automation, Sr. Project manager *(jul'16 –may'17)*
Delivery of Functional and Technical design for implementation of ADR parking.
Delivery of implementation plan for Center TOS. The TOS (Terminal Operating System) is the central system which manages operations on a container or passenger terminal.
Management of a project team of 5-10 FTE.

Oceaneering AGV systems, Sr. Project manager *(may'15 –jul '16)*
Delivery of multiple AGV systems in projects for:

Porsche Zuffenhausen (V8 engine factory)
Philip Morris Bologna (Greenfield QoS factory)
Vanderlande (Ahold Zaandam)
Avery Dennison Luxemburg

Management of muliple simultaneous project teams of 15-20 FTE.

Certus Port Automation, Sr. Project manager *(jul'13 –feb '15)*
Delivery of industrial system in a project for:

ECT Euromax

Management of a project team of 5-10 FTE.

Dalosy Industrial Systems, Sr. Project manager *(mar'13- mar'15)*
Delivery of multiple industrial systems in projects for:

ECT Euromax
Uniport
RWG

Management of multiple simultaneous project teams of 5-10 FTE.

Nederlandse Spoorwegen (NS), Technical PM *(aug'10-mar'13)*
Management of multiple simultaneous cloud migrations, datacenter migrations, software upgrade and infrastructure projects.

Management of external suppliers being ATOS, KPN, Cap Gemini, Motiv
Management of muliple simultaneous project teams of 15-20 FTE.

Qurius, sr. Project manager *(jul'09-jul'10)*
Management of multiple simultaneous cloud migrations
Management of multiple project teams of 5-10 FTE

Glidepath, sr. Project manager *(may'08-may'09)*
Dedicated PM for PriceWaterhouseCoopers roll-in and roll-out of managed services

Before I became a freelancer I held permanent roles which demanded team-people management skills, high customers communication skills:

British Telecom, sr. Project manager *(jan'07-feb'08)*
Management of multiple IT projects.

Outsourcing BT internal desktop support
Outsourcing BT Customer hardware Service & Repair department
Implementation of BT's new SAN platform with a capacity of 950 TB in DC Hempoint and 1500TB in DC Nieuwegein.
Delivery of dual data center solution for Oracle On Demand, hosting the Oracle applications environment for the Dutch Ministry of Foreign Affairs.

Management of muliple simultaneous project teams of 15-20 FTE.

British Telecom, Client service manager Benelux *(apr'05-feb'08)*
Line/People manager for Benelux (split between Amsterdam and Brussels) IT support team, total of 33 FTE
Support the Customer Support Centre and Network Control Centre on a 24*7*365 timeframe
Manage the Customer on site desktop support department in Amsterdam and Brussels.

Syntegra, Head of IT Benelux(aug'02-may'05)
Management of BT Syntegra IT requirements in The Netherlands.

Line \ People manager for local IT support team, 12-15 FTE, which had the following responsibilities:

Helpdesk, 1st and 2nd line.
Network support
Desktop support
Network security
Messaging
Telephony

Established cross charging between the IT department and the business to create visibility of cost/revenue relationship.

Interoute telecommunications, IT manager Europe *(jun'00-jul'02)*
Managing European IT support staff in Netherlands, Belgium, Germany, France and as such implement centrally defined IT policies and procedures across Europe.
Establshed Customer Liaison processes to ensure all customers of IT, within Europe, are aware of service availability and projected changes.
Project management of the IT infrastructure build for the European Network Operation Centre as located in Amsterdam; Schiphol Rijk, which is used to monitor the Pan-European fibre network of Interoute.
Member of UK IT management team

P&O Nedlloyd, IT specialist *(nov'96-jul'00)*
3th line support for ICL
Build of IT infrastructure Abidjan, Ivory Coast office.
System implementations Hamburg, Malta, Antwerp and Basel office.

Dalosy B.V., Project engineer *(sep'90-nov'96)*
Engineering wireless network technology, both spread spectrum and narrow band, as used in data warehouse systems.

Engineering RF ID systems.

Personality:

A great listener
Can do attitude – problem solver
Critical thinker
Flexible/Dependable, reliable, responsible and trustworthy, though adaptable to change
Highly motivated, determined to achieve set goals
Able to manage multiple large projects at the same time
Experienced and willing to work internationally
Experienced in working with multifunctional and multicultural teams

Generalist, able to work in various industries

Education:

intermediate vocational education information technology and electronics *(1990)*
lower vocational education electrical engineering *(1986)*