

Curriculum Vitae

Name : Van Schaik
Initials, (first name) : R.C. (Roy Christoffoor)
Title(s) : MSc (ing.) (Dipl-Ing.) (rm-register manager)
Birth year : 1965
Nationality : Dutch
Personal situation : Married two sons
Updated CV : 2012

Strengths / weaknesses

S Strong Social skills
S Natural Leadership
S Pragmatist / Result driven
S Picks up new matter very quickly
S Realistic
S Analytic
S Initiative person
S Project management
S General management
S Consultancy
S Interim management
S Technical knowledge & interest
W Sometimes to motivated
W Want to solve every problem

Drivers/ambition

Involvement
Learning new skills and techniques
Personal development
Fun to work
To meet / work with (new) people
Interesting technical changes/possibilities
Not as usual work
Outside the Box thinking / acting
Highly committed

Educational background / fields of experience / personal fields of interest

Education : Technical University (HTS) / Electrotechnics / Telematics "Hogeschool van Utrecht"
: Various trainings at Cap Gemini and KPN Telecom in management and consultancy skills
Prince2, communication trainings, HP trainings

Fields of Experience : Telecommunications, Project management, Logistics, Coaching, interim management, general management, consultancy, Mentoring, ICT-engineering,
: Project-/teamleading, ICT-Infrastructures, Windows, interim- , operational management, CAD, Workflow management, Data-Transmission, GSM, SDH, ATM, Fibre-optics
: Technical Infrastructures, Document management, Operations, Civil installations
: Electro technical installations, Company mergers, Change Management, ITIL, Datacenters, Movements, Consolidation, Virtualization, Deployment, Implementation, Operations

Personal fields of interests
: Technical science in general
: People management
: Change management, interim management, general management
: Motorbikes, Cars, Badminton, Golf, Piano and my family

Roy finds his drive in people management and personal communications to ensure the best effectiveness and efficiency from every individual in a company. With personal coaching a higher level of challenge and

1 General

Education

KPN Telecom	1990	:	Course AutoCAD release 11
	1990	:	Office course "All-in-one/WPS+"
	1991	:	Course digital transmission systems
	1993	:	Planning Course DAICS (Districts Automatic Information system Central Switches) including Logistical Planning
	1994	:	Course Transmission Control and Registration
	1994	:	Course Project Management according to PROBAAT+
University	1996	:	Administrator training DM2 at 'Intergraph Benelux'
	1996	:	Diploma Telematics/Technical Computer Science at the Technical University of Utrecht
Cap Gemini	1997	:	Introduction Course Cap Gemini organisation
		:	LAD (Linear Application Development) training
		:	Project leadership
		:	OBT (Object Based Thinking)
Telfort	1998	:	ITIL Essentials
	1998	:	Senior Consultancy skills
	1999	:	Performance Reviews for project managers
	1999	:	Safety course GSM-antenna installations
Languages Knowledge		:	Dutch, English and German written and verbal
		:	Telematics
		:	Telecommunications, PDH/SDH Transmission, Leased Lines, Provisioning, testing, patching and implementation
		:	Planning en Progress systems, Application Development
		:	KPN Telecom, Education, Environmental Health and Safety
		:	Telfort / BT / Dutch Railways / Insurance company / Municipalities, Processes and procedures implementation
		:	Functional design, Test environments
		:	Project Control, Build management, Movements
		:	Operational management, Electrotechnics, Electronics
		:	ICT / Infrastructures, Document Management
	:	Network systems, Information policy, Utilities	
	:	Network architectures, DWDM, ADM, DXX, Fiber optics	
	:	LAN/WAN, Switching, VoIP, Call centres	
Automation knowledge		:	dBase III+, AutoCAD, Dynacomm, Intergraph, MS Office, WordPerfect 5.1, CAD Microstation, MS Project
	- Methods and techniques	:	ITIL, Basic design, Network planning, PRINCE2 foundation & Practitioner
	- Networks	:	WAN, Intranet, Telecom infrastructures
	- Operating systems	:	MS Windows NT, MS Windows 95/98, XP, Small Business Server 2003, Exchange
	- Functions / roles	:	Interim manager, Project manager, Project leader, Consultant networks, Consultant migrations, Consultant telecommunications, Coördinator, Consultant office automation, Operational manager
- Client/server	:	LAN, Data network systems, Database administrator (DBA), Data-communications, HP services and systems	

2 Summary

- Period : July 2011- Present
Customer : **HP**
Functions / Roles : Senior Projectmanager and Team leader Datacenter consolidation
Activities : Multi-cultural project. As team leader from a team of sr. Project managers manage several accounts, Cross functionalities and Shared Infrastructures to consolidate services and equipment into less Datacenters in Germany. Part of a world wide (global hp) program.
- Period : November 2010-July 2011
Customer : **Yukon Software Ltd.**
Functions / Roles : New development
Activities : Together with CEO and external consultants make sure product development can proceed. Searching for Capital investors and support application development.
- Period : November 2009-November 2010
Customer : **Municipality of Zoetermeer**
Functions / Roles : Project Manager Wauw3
Activities : Responsible for the migration and implementation of 1400 work stations to a virtual desktop and server environment. A VMWare solution on a Windows Platform with MicroSoft Office 2007 is implemented. Complete Server-, Application and desktop virtualization took place in the project.
- Period : October 2008-May 2009
Customer : **SURFnet (for Higher education, Universities and Research)**
Functions / Roles : Director Middle Ware Services
Activities : Responsible for Day-to-day business at the department and for all Middle-ware-services related topics for SURFnet and their connected customers. The whole team consists of 8 members.
- Period : January 2008-October 2008
Customer : **SURFnet (special internet service provider, with the fastest internet connections in the world (up to 10 Gbit/s))**
Functions / Roles : Project manager Core Conversion
Activities : Responsible for the migration of the Network from an Avici-Platform to a Juniper Platform. The project team consists of 30 members. The total amount of customers was about 80.000. Suppliers, contractors, subcontractors and internal communication had to be aligned to deliver the end result.
- Period : January 2007-January 2008
Customer : **SURFnet (special internet service provider, with the fastest internet connections in the world (up to 10 Gbit/s))**
Functions / Roles : Director Network Services

- Activities : Responsible for Day-to-day business at the department (12 FTE) and re-organisation and revitalization. Introduction of new/better processes and procedures and improving internal and external services. SLA and Service management towards vendors and suppliers making sure incidents and problems are solved. Infrastructure acceptance of VoIP, IP and/or Peer-to-Peer networks and handover were part of the job too. International collaboration in global Multi-billion dollar projects with virtual project teams and meetings by conference calls.
- Period : June 2006-December 2007
Customer : **Governmental department, Municipality of Hendrik-Ido-Ambacht**
- Functions / Roles : CTO/ICT manager
Activities : Responsible for Organisational ICT and governmental ICT for the citizens of Hendrik-Ido-Ambacht
- Period : January 2006-June 2006
Customer : **Teylingen College**
Functions / Roles : Advisor to the ICT board of directors
Activities : Responsible for the advise on ICT matters to the board of directors. Setting up ICT policy and future plans.
- Period : June 2005-December 2005
Customer : **Yarden funeral services and insurances**
Functions / Roles : Project manager ICT
Activities : Responsible for the merger of different companies into one new company at a new location. This new headquarters must be build from scratch with new technologies as VoIP (Voice over IP) and flexible desks. The total ICT infrastructure must be designed, built and operational accepted. Migrations of applications and servers from the different datacentres was a part of the job, done without loss of continuity.
- Period : August 2004-August 2005
Customer : **UWV (Governmental Company in the Netherlands)**
Functions / Roles : Telecom manager
Activities : Responsible for the complete Telecommunications infrastructure, Strategy and policy on telecom related topics, i.e. enterprise telephony, Mobile telephony, Call Centre technology. Installation of equipment in datacentres and PoP's (points of presence)
- Period : February 2004-August 2004
Customer : **Arthrosis Patient Foundation The Netherlands**
Functions / Roles : ICT manager
Activities : Responsible for the complete ICT infrastructure, office automation, internet and telephony.

- Period : November 2003- February 2004
Customer : **Arthrosis Patient Foundation The Netherlands**
Functions / Roles : Technical Advisor
: Movement of the foundation to another building.
Activities : Responsible for the technical infrastructure delivery. Co-ordination of suppliers. Delivery managed of telephony, internet, leased lines and Office automation.
- Period : October 2003- November 2003
Customer : **EXEL Logistics The Netherlands**
Functions / Roles : Management support for the distribution centre manager Utrecht.
: No procedures or processes documented, rigid culture available.
Activities : Responsible for improvement of customer satisfaction. Risk, fault analysis and root cause report delivered. Advise report for business improvement and procedures and processes documentation presented to the director.
- Period : May 2002- September 2003
Customer : **City of Rotterdam, Municipal department for Parking Facilities**
Functions / Roles : Head Technical Services & Operations
: Hectical environment with new techniques and not proven technology. In middle of re-organisation. Managing 27 people.
Activities : Responsible for the technical Services and Operations department. Ensure continuity, efficiency and effectiveness of the department on an interim basis. Health management.
- Period : January 2002- August 2002
Customer : **City of Rotterdam, Municipal department for Parking Facilities**
Functions / Roles : Sr. Project manager "Parking On-Line"
: Hectical environment with new techniques and not proven technology. In middle of re-organisation starting a new project.
Activities : Responsible for a pilot project to deploy 250 parking meters in a wireless network to ensure a more effective and efficient maintenance co-ordination. Re-design of organisation to meet new technology. Based on the pilot advise for roll-out of complete City (approx. 1400 parking meters).
- Period : Sept 2001-October 2001
Customer : **Oracle Nederland B.V.**
Functions / Roles : Teacher / Trainer / Coach "Telecom Overview"
: Sales department
Activities : Training Telecom Overview, business models data/telecom
- Period : June 2000 – July 2001
Customer : **Nortel Networks Hoofddorp**
Functions / Roles : Project manager Customer Care, Acceptance Management,
: Organisation Consultant, Implementation consultant,
: Technical installation consultant, Quality consultant

Activities : Responsible for streamlining co-operation between Nortel Networks with customers and Nortel Networks with suppliers. Advise management for build of the CAE (Customer Application Engineering) department. Advise organisation about processes and procedures and development of those mentioned above. Responsible for acceptances of SDH/DWDM/Fiber installations and co-ordination of commissioning work.

Period : October 1999 – May 2000

Customer : **KPNQWest The Hague**

Functions / Roles : Project manager Network Operations Acceptance Management,

: Organisation Consultant, Supervisor Operations, Escalation manager, Technical installation consultant

Activities : Implementation and build of department Acceptance Management. Responsible for Audits and requirements in Network Operations. Directly run for the vice president Network Operations an escalation team to improve fibre network quality within 2 weeks. This was done through Germany with a 20 member team for a specific customer. Give advice to KPNQWest to make specifications for the build of POP-Node locations and repeater stations through Europe. The ordering and supervision of several contractors/installers for the build of these locations is a part of the job as well. Big data centres in Frankfurt had to be implemented with installations of network equipment. The design, ordering and deployment of equipment, room, footprints cable ducts and power has to be done. Co-ordination of installation engineers and delivery check was included in the responsibility.

Period : September 1999 – February 2000

Customer : **Arcadis Bouw/Infra Amersfoort**

Functions / Roles : Technical Consultant Networks and Telephony

Activities : Make two white papers / Advise reports on networks and telephony for the Dutch railway tunnels based on ATM, SDH and Voice over IP

Period : January 1998 - September 1999

Customer : **Telfort Mobile / BT Amsterdam**

Functions / Roles : Manager Patching Provisioning and Testing Mobile Transmission

: Consultant, Supervisor Implementation

: Project Manager PCO (Project Control Office)

: Project leader Circuit Tracking & Tracing

Activities : Implementation and managing of department Patching provisioning and Testing. Design and build of GSM-1800 network structure. Design, planning and implementation of a Project Control Office including IT-helpdesk. Development of methods and procedures into the new organisation. Roll-out of the network within 1 year. (500 GSM sites within 1/2 year period)

Period : December 1996 - December 1997
Customer : **Telecom North West / Colt Telecom Amsterdam**
Functions / Roles : Consultant, Coördinator, IT-Manager a.i., Project leader, Project Manager IT & Communications
Activities : Design & Planning and implementing a new Telecommunications operator at a new location in corporation with Enertel including complete IT support based on ITIL.

Period : October 1996 - December 1996
Customer : **Division Telecom & Services Cap Gemini**
Functions / Roles : Project Manager
Activities : Movement of division T&S to a new building and implementation of flexible workspace and DECT telephony for employees

Period : October 1989 - July 1996
Customer : **KPN Telecom B.V.**
Functions / Roles : Project leader, Project manager implementation, Coördinator transmission systems, design engineer technical systems, project engineer
Activities : Project leader of the project 'Access to an EDMS' (Electronic Data Management System), overall coördination of built activities PDH systems and switching centres, manager of processes from requests for information to implementation of Taylor-made transmission projects, Planning and progress control of projects, engineering of transmission projects for built of switch centres

Other

In the period 1992-1995 was Mr. Van Schaik chairman of the house owner society of the city.

In 1999 Mr. Van Schaik was trainer Consultancy Skills at "Savonije Training & Consultancy BV" in Amsterdam. This company is specialised in senior consultancy courses for e.g. Cap Gemini.

As a coach and mentor, Roy has done many challenges in taking managers to a higher level of performance. These improvements and coaching results enhanced the overall business objectives and goals. The focus was on personal coaching on management and communication skills. Roy has even developed an "off the job" and "on the driving range" coaching program what is very successful