# DIETWIN





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## **PROFILE**

Il consider myself a calm, pragmatic professional who remains decisive and effective in complex situations.

A bridge-builder who translates challenges and problems into functional impact.

Analyzing at a high level with solid technical grounding.

"Happy customers buy more."

## **STRENGHTS**

- Entrepreneurial mindset
- Broadly educated
- Technical knowledge
- Problem-solving
- Strong communicator

# **Interest**

- Adventure rally trips and off-road motorcycling
- Mountain biking
- Bootcamp & running
- Scuba divinig
- Volunteer work for the International Red Cross (Switzerland, 1988)
- Co-founder of De Norm

## **WORK EXPERIENCE**

#### **Owner**

BSD Advies & Interim May2024-Present

Conclusion/Quanza/RWS

SDM, security
Nov 2024-Present

- Experienced IT and Service Delivery Consultant
- Broad background in outsourcing and security
- Operational, policy-driven and strategic expertise
- Applies experience to tenders, onboarding and transformation projects
- Active as Risk Manager, Quartermaster, ITIL Process Manager, and SIM Manager on Large Mission Critical account
- Supervised a Large-contract where ITIL processes were integrated into a SIAM framework.
- Established and staffed a Change Office, including implementation of new security measures and controls.

### **Service Delivery Manager** • Management of complex, high-value portfolios with

Large Accounts
Nov 2021-Nov2024

**Captain of Services** 

Wortell Nov 2018-2021

SR. Service Account
Manager & Operational
team lead

BT Global Services 2006-2014

Service Manager

Syntegra SCN 2002-2006 strategic impact

• P&L responsibility across multiple accounts, closely

- involved in business cases and governanceBridge between clients, suppliers, and internal
- Bridge between clients, suppliers, and internateans
- Leadership role in a fast-growing organization; team expanded from 30 to 90 employees
- Managed the Service Management Team (9 people)
- End-to-end operational responsibility for Regio College Zaanstad
- Full autonomy with a permanent team of six
- Pre-sales activities, tender management, Due Diligence
- Project management
- Tactical and operational contact for all assigned customers
- Responsible for all services delivered from the Syntegra Group portfolio in co- and outsourcing and managed services
- Pre-sales activities
- Reporting and project management
- Creation of sales leads

**Project manager** 

Heineken INT. N.V. 2001-2002

 Seconded from the Syntegra Group; co-creator of the Heineken Standard Workplace

 Participated in the steering committee and acted as PM for the corporate headquarters "Show Project"

 Developed and implemented centralization processes: Service Desk, Change Office, Business Information Management

 Coordinated the Heineken Service Desk and Management Group at headquarters in Amsterdam

Manager operation & support BSD advies & interim 1999-2001

Helpdesk coordinator

Woonzorg Nederland 1997-1999

- Directed activities of a skilled helpdesk and thirdline support teams (system and application administrators)
- Managed projects within the information department (Clientèle implementation)
- Authored procedures and documentation; delivered internal presentations

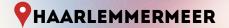
# DIETWIN





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# **Training**

- CISM (security)
- SCRUM master & PO
- Transition ITIL 3.0 & 4.0
- ISM
- ITIL Service Manager 2.0
- ITIL SM PRactitioner
- ITIL Foundations
- Piraeus PM
- Prince2
- MSP
- MCSE
- Various courses in housing, dealing with agressive customers
- SME sales techniques
- First aid

## WORK EXPERIENCE

## Rental officer Woonzorg Nederland 1995-1997

- Independently managed housing rentals and units Developed and implemented a sales procedure for owned properties
- Handled tenant disputes and complaints of a personal nature

## Freelancer

Freelancer 1994-1995

• Organized the annual rent-allowance campaign for three housing associations

## Property inspector & rental officer De Sleutels 1991-1994

- Conducted property inspections during move-ins and evictions, assessing both technical and commercial aspects
- Drafted liability reports
- Managed evictions of unlawfully occupied properties
- Represented the association in court cases
- · Handled complaints for Woonzorg Nederland

# Syntegra SCN 1987-1990

- Various commercial roles Inside sales for agricultural real estate, Draka, and Interfoam International
  - Supported field sales and account managers
  - Built and maintained independent client accounts

## **EDUCATION**

**SPD Bedrijfseconomie** 1993

Praktijkdiploma Boekhouden (PDB) Moderne Bedrijfsadministratie (MBA)

1988-1990

**HAVO** 1984-1986

**LBO Electro** 1980-1984

### **LANGUAGES**

- Dutch

- English
- Spanish
- German

#### REFERENCES

Contact details available upon request

**Engelbert Pelster** 

Entrepreneur

Diderik Lock

Lock Business

**Leonard Kniff** 

BT

## Joost Roldaan

Heineken Int.NV CIO

Luc Joziasse

Wortell BV CCO

Guido van Deursen

The Future Group