



PROFILE

I 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."

STRENGTHS

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

Interest

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

WORK EXPERIENCE

Owner

BSD Advies & Interim
May 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

Conclusion/Quanza/RWS

SDM, security
Nov 2024-Present

- 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

Large Accounts
Nov 2021-Nov 2024

- Management of complex, high-value portfolios with strategic impact
- P&L responsibility across multiple accounts, closely involved in business cases and governance
- Bridge between clients, suppliers, and internal teams

Captain of Services

Wortell
Nov 2018-2021

- Leadership role in a fast-growing organization; team expanded from 30 to 90 employees
- Managed the Service Management Team (9 people)

SR. Service Account Manager & Operational team lead

BT Global Services
2006-2014

- 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

Service Manager

Syntegra SCN
2002-2006

- 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

Manager operation & support

BSD advies & interim
1999-2001

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

Helpdesk coordinator

Woonzorg Nederland
1997-1999

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



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 aggressive 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

Various commercial roles

Syntegra SCN
1987-1990

- 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

HAVO
1984-1986

Praktijkdiploma Boekhouden (PDB) Moderne Bedrijfsadministratie (MBA)
1988-1990

LBO Electro
1980-1984

LANGUAGES

• Dutch



• German



• English



• Spanish



REFERENCES

Contact details available upon request

Engelbert Pelster

Entrepreneur

Diderik Lock

Lock Business

Leonard Kniff

BT

Joost Roldaan

Heineken Int.NV CIO

Luc Joziassse

Wortell BV CCO

Guido van Deursen

The Future Group