Professional overview

Simone is an expert in the Scrum - Project Management and implementation of digital media, large ICT systems and enterprise change processes. Whatever it takes, she commits 100% to ensuring the project objectives are met.

In addition, Simone also provides Scrum and Project Management coaching, skills transfer and training to staff with different levels of experience and knowledge who want to be able to successfully deliver projects using a modern, structured approach.

Qualities and experience

Simone is a creative, dedicated and highly motivated ICT professional with the skills and experience required to achieve results. She is an excellent negotiator, capable of leading projects in a pragmatic and results-orientated manner.

In addition to the skills and experience acquired in her 25 years of project management, Simone has kept abreast of the latest developments in project management methodologies and technological advances through a variety of training and education courses.

Knowledge and skills

As an ICT Project and Transition Manager, Simone has implemented and delivered a number of enterprise scale ICT projects for a wide range of clients active in the commercial, business services, education and healthcare industries.

The projects, with budgets exceeding €6 million, cover the following broad areas:

- Implementing cloud-based Customer Relation Management Systems, Enterprise Office software and VOIP solutions
- Transition of ICT legacy environments to modern, efficient automation centres;
- Research, introduction, implementation and promotion of innovative ICT technologies such as Teleportation, virtual 3D characters and online media related services (e.g. augmented reality);
- Setting up and implementing of complex technical infrastructures.

As a Prince2 and SCRUM trainer, Simone helps organizations to structure and manage projects. The training cover all key elements of project management, such as working effectively with the organisation, communication, and team and project leadership; the processes that can disrupt a project; and exception management and how to deal with conflicts of interest and priority.

Referees

Contacts for referees can be supplied upon request.

Education, certification and practice

Office Applications

	Foundational	Intermediate	Advanced	Support	Instructor	Notes
MS Outlook, Word, Excel, Planner, PowerPoint, Teams, SharePoint, Wiki, OneDrive			✔	✔	✔	▪ Install, configure ▪ In depth knowledge of Excel functions ▪ Setting up folder/file structure including naming convention ▪ Writing instruction and manuals
Adobe Acrobat Pro			✔	✔	✔	

Customer Relation Management systems - Databases

	Foundational	Intermediate	Advanced	Support	Instructor	Notes
Salesforce functional			✔	✔	✔	▪ Write project / transition plan including functional design ▪ Clean up contact, volunteer and donor record details to ensuring data integrity and accurate reporting ▪ Create reports and dashboards supporting the organisation in decision making ▪ Setup and update workflows, approval cycles, auto-responders and email campaigns
Salesforce technical		✔		✔		▪ Write and implement technical design plan ▪ Selecting, configuring and maintaining email marketing (iContact) and donor payment application (Payment2Us) ▪ Creating volunteer, donor and subscription website forms to simplify the sign up process ▪ Managing users and configuring user/group profiles ▪ Setting up and updating fields ▪ Selecting, configuring, implementing and maintaining an ▪ Data uploader ▪ Install, configure native apps ▪ Install, configure API's
eTapestry		✔				See Salesforce details
SAP	✔					
MS Access		✔				
SQL		✔				

Project and management

	Foundational	Intermediate	Advanced	Support	Instructor	Notes
Prince2			✔	N/A	✔	Prince2 Practitioner
Scrum			✔	N/A	✔	Scrum Master
IT Service Management		✔				Design, build, deliver
ITIL Foundation		✔				
SOX Compliance	✔					Setup internal controls ensuring data security and accurate financial reporting
MS Project			✔	✔	✔	Project budget, resource, planning
Trello, Jira, MS Planner			✔	✔	✔	

Admin - Operating Systems - Tools

	Foundational	Intermediate	Advanced	Support	Admin	Notes
Microsoft Business 365 Premium		✔		✔	✔	▪ Diagnose and (re)solve simple and complex functional and technical issues on a daily basis ▪ Write instructions and manuals accessible through the Wiki intranet ▪ User admin and system maintenance/updates ▪ Purchase and install MS applications
Bitdefender Gravity		✔		✔	✔	Setup, configure, admin
Zoom phone Voip			✔	✔	✔	Setup, configure, admin
MS Windows OS 11 and earlier			✔	✔	✔	Install, configure, support
iOS and Apple applications		✔		✔		Diagnosing and resolving simple functional and technical issues on a daily basis
CITRIX	✔					
Linux Ubuntu	✔					

Design - Website development – Social media – Analytics - SEO

	Foundational	Intermediate	Advanced	Support	Instructor	Notes
Adobe Photoshop, Illustrator, InDesign		✔				
Lightworks, MS Video editor		✔				
Wordpress, Squarespace			✔	✔	✔	Install, configure, develop
HTML, CSS, FTP		✔				
PHP .JS	✔					
DNS		✔				Configure
SSL			✔			Setup, configure
Business Google			✔	✔	✔	Setup, configure, analytics, advertisement
Business Facebook/Instagram			✔	✔	✔	Setup, configure, advertisement
SEO			✔	✔	✔	Setup, configure, analytics

Technology

	Foundational	Intermediate	Advanced	Support	Instructor	Notes
Network infrastructure		✔				▪ Install, configure hardware and software enabling network connectivity and communication between users, devices, apps, the internet for medium size networks ▪ Writing functional and technical design
VOIP Phone and Video		✔				▪ Install, configure medium size VOIP network ▪ Writing functional and technical design
eMail management		✔				Install Microsoft exchange, configure MX records, iMap, POP
Cloud solutions		✔				Microsoft 365 business, Google workspace

2014 - 2016	Axelos approved PRINCE2 Trainer, TAFE English Certificate III, White Card
2013	Scrum Master, PRINCE2 Practitioner certified
1990 - 1992	Ambi-modules, MG.3, HE.0-HE.1-HE.2 (Advanced IT Diploma)
1978 - 1984	Havo, *Gemeentelijke Scholengemeenschap Genderdal* (GSG) Eindhoven The Netherlands (Secondary school)

Interests

Cycling touring www.togetherbybike.com

Photography

Project history

Consultant - ICT Professional, Four Winds, 2017 - 2022

Four Winds is an international arts organisation organising diverse year round program of concerts, workshops and community events.

As an ICT Professional, Simone implemented a reliable, efficient and professional technical and functional ICT environment including Microsoft 365, Salesforce, VOIP phone and Bitdefender. In subsequent years, Simone customized and maintained the platform and trained and supported team members and stakeholders.

Scrum Master - Project Manager, 2014 - 2022

As a Project Manager Simone guided the start-up, sales, marketing and implementation of multiple apps, websites and social media channels (www.buzzyourbizz.com/work, www.buzzwhatson.com).

Owner builder, 2017 - 2018

As an owner builder, I designed, coordinated and successfully completed the build of my own property and guided future owner builders with the application process and building plans.

ICT Professional CTC Bermagui, 2014 - 2016

As an ICT professional Simone supported and trained community members in the use of technology.

Scrum Master – Project Manager, University of New England, 2013-2013

The UNE has around 20,000 students whereof 16,000 distance education and 1,300 academic staff.

As part of the UNE Strategic Projects Group Simone successfully introduced the Scrum methodology to the Business Intelligence Unit to further optimize project delivery and to ensure crucial system updates were delivered on time and fit for business.

Project Manager, Shell, 2012–2013

As Project Manager Simone led the migration of more than 150 services and applications supporting more than 20,000 users to a new Citrix XenApp environment. At the heart of the project was the coordination of numerous international stakeholders and service suppliers. This was a strategic project for Shell and included the trading and risk management systems that form the core of Shell's global petrochemical business.

Cyclist Togetherbybike and Consultant, buzzyourbizz, 2011–2012

Simone cycled from Jordan, via Syria, Turkey, Greece, Bulgaria, Serbia, Austria, Germany and Belgium back to Amsterdam. During her trip, she implemented the latest online media for her clients to help them achieve maximum market presence for their IT and marketing budgets.

Transition Manager, University Amsterdam, 2010–2011

The VU University in Amsterdam has about 25,000 students and 2,000 academic staff.

As Transition Manager Simone organised and led the migration of over 1,000 staff and 10,000 students and workstations in the Economics & Business Administration and Social Sciences faculties from a decentralized serviced ICT environment to a Shared Service Centre (centrally managed ICT environment). These faculties were the first and largest migrations to take place within the whole VU migration project.

Transition Manager, University of Technology Delft, 2007–2009

TU Delft is a technical university of world standing with some 20,000 students and 6,000 academic staff.

Simone managed the migration of numerous university faculties from individual, decentralized serviced environments to an efficient Automation Centre. This very successful migration involved more than 2,000 users, a complex infrastructure and over 1,000 specialised applications.

Cyclist Togetherbybike and Consultant buzzyourbizz, 2005–2007

Simone travelled and cycled in Australia, South East Asia and the United States. As Project Manager, Simone joined the 2006 Dutch – Australian trade mission to research SMS and web-marketing facilities for national tourist industries in Asia, USA and Australia.

Project Manager, Syngenta Seeds, 2004–2005

Syngenta is a world leader in agribusiness with over 26,000 employees in more than 90 countries.

The 800 staff in the Netherlands work in the development, production and sales of high quality vegetable and flower seeds. As Project Manager Simone implemented a sophisticated Digital Document Management system for the purchasing department, using Nasuatec Easy Archive, and managed the development of an interface with the SAP FI/CO financial back-end for SOX compliance purposes.

Consultant, Medtronic, 2003–2004

Medtronic is a world leader in technology for the treatment of cardiac and vascular disease.

As IT Consultant Simone worked together with the Medtronic IT department to develop strategies for migrating their IT landscape to an ICT Shared Service Centre.

Project Manager, Dutch association of logopaedics and phoniatrics, 2003–2004

The NVLF is the Dutch professional association for speech therapists with 4000 members.

As Project Manager Simone was responsible for the implementation of the new NVLF website.

Consultant - Project Manager, HetVerrassingsburo, 2002–2003

Event Company, Het Verrassingsburo, provides a wide range of events and entertainment for various global clients.

As Consultant Simone investigated and promoted ICT technology innovations, such as the 'teleportation', 'virtual character' and launch of the character 'Spacebabe'.

Communication Manager, Arcadis, 2001–2002

ARCADIS is a leading international design and engineering consultancy company with 15,000 employees.

As a communication manager Simone provided insights for decision-makers into the new office and network environment involving more than 3,000 users.

Transition Manager - Project Manager, Novartis, 1999–2001

Novartis is a global Pharmaceutical company with over 100,000 employees. The Dutch office is the centre for clinical research, information provision and sales of prescription drugs.

As Transition Manager Simone was responsible for the reorganisation of the ICT department according to head office ICT standards, including setting up an external call centre.
As Project Manager Simone was responsible for the selection of E-learning software companies and implementation of an e-learning system for the sales offices.

Implementation Manager, Heerema Marine Contracters, 1998–1999

Heerema Marine Contractors is a world leader in the international offshore oil and gas industry.

As Implementation Manager Simone managed and delivered tailor-made training and implementation of company-specific tools and applications.

Implementation Manager, Shell, 1997–1998

Shell is a global group of energy and petrochemical companies.

As Implementation Manager Simone implemented the Saros Mezzanine cument Management System (DMS) for NAM (Dutch Petroleum Company) in Assen and Shell in Amsterdam.

Project Manager, Niku, 1996–1997

Niku, a provider of project portfolio management solutions which has since been acquired by CA Technologies.

As Project Manager Simone was responsible for coordinating the expansion of Niku's business in the Netherlands.

Project Manager, Sandoz, 1995–1996

Sandoz is a pharmaceutical world leader in generics and employs more than 23,000 people in over 130 countries.

As Project Manager Simone managed the implementation of the new office and network environment according to head office standards for more than 350 users.