

## **Management experience**

### **HRM Management**

#### **Manager Policy, Consultancy & E-HRM**

- Responsible for policy development, job grading and remuneration, employment conditions/fringe benefits, organisational advice, implementation of E-HRM, operational HRM control, ARBO case management
- Responsible for development and implementation of (international) appraisal and bonus system
- Responsible for HR part international due diligence projects (England, Germany, Belgium, Italy)
- Member of negotiation delegation for trade unions (Social Plans and CAO – Collective Labour Agreement)
- Deputy manager HRM
- Member of MT HRM

#### **Manager Baanwerk** (career and mobility centre)

- Responsible for policy of flow of employees (in, out and internal)
- Project responsibility for correct use of Social Plan
- Contract manager for external recruitment, external hiring and (external) redundancy organisation
- Responsible for all legal dismissal cases
- Member of negotiation delegation for trade unions (Social Plans)
- Member of MT HRM

#### **Project manager for implementation of new ERP-system Oracle HRMS**

- Responsible for implementation of HR domain of Oracle
- Other domains are Purchasing and Finance

### **Service Management**

#### **Manager Connectivity Services**

- Responsible for organizing new department and setting and meeting service level agreements
- Focus on transportation of giro transactions through new media (internet, FTP)
- Department has 3 teams, in total approx. 50 FTE
- Member of MT

#### **Manager Informatieverstrekking en Bestandsbeheer** (information and file management)

- Primary focus on customer service (front and back office)
- Service on payment software, providing banks with information, recovery bookings
- Department has 4 teams, approx. 50 FTE
- High level of social problems in teams
- Responsible for major employee reorganisation (result: 20% reduction of staff)

#### **Hoofd Verkoop Consumentenmarkt** (manager Sales Consumer Market)

- 4 departments, approx. 58 FTE
- Responsible for correct and timely billing
- Responsible for correct information and advice towards customers
- Responsible for front and back office, (technical) advisory, leasing, account management, telephone switchboard