**Personalia**

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| |  |  |  | | --- | --- | --- | | **Name** | **:** | **Marcel Bergmans** | | **Year of birth** | **:** | **1967** | | **Nationality** | **:** | **Dutch** | | **City** | **:** | **Weert** | | **Marital status** | **:** | **Married** | | **Languages** | **:** | **Dutch, English, German** | | **E\_Mail** | **:** | **Marcel.Bergmans@bergmansdataintelligence.nl** | | **Telephone** | **:** | **+31 621 526 870** | |

**SUMMARY**

Marcel Bergmans is Business Intelligence Specialist for more than 26 years. He constantly upgrades his knowledge and experience to be the expert he is today. He is a very strong communicator, flexible, integer and versatile. Marcel is very sociable and open in his communication, he enjoys life and has a very positive attitude that he conveys to his environment. He is very driven, studious and accurate in his work.. He sets goals and targets, there are no issues or problems, only challenges, and he solves the challenge to deliver the best solution for a maintainable and safe product. He is the Business Intelligence Expert / Project leader / adviser creating the best solution for the information systems. He is the professional who converts the business information needs to derive the desired business result. He builds the Data warehouse for the Data-Modules required for the reporting needs for the complete business layers of the customer.; Management Reports, Dashboards, Templates, Detail reports, Service Level reports, etc. He keeps close contact with the business / stakeholder to validate if the delivered information is aligned with the business needs. Future development changes will be picked up in a Change Process (SCRUM) to be developed in a new project to maintain the stability of the information system. He controls the complete development of the BI chain, Front and Back-end. Marcel ensures that the data quality is maintained, validates the data between the data source, data warehouse and the reporting environment.

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| **Relevant Experience** | | | |
| **Business Intelligence IT & Management** | **26 Year** | |  |
| **Business Analyst / Information Analyst** | **26 Year** | |  |
| **IBM Cognos 7 / 8 / 10 / 11 / 12 developer** | **26 Year** | |  |
| **Microsoft MS,SSIS,SSRS, SQL, MySQL, Sybase, DB2** | **26 Year** | |  |
| **Oracle BI / Oracle SQL/** | **14 Year** | |  |
| **Powercenter Informatica/Oracle Data Integrator (ODI)** | **5 Year** | |  |
| **Cognos TM1 developer (Planning Analytics)** | **5 Year** | |  |
| **Data Analyst / Data Validation** | **25 Year** | |  |
| **Reporting developer** | **26 Year** | |  |
| **Microsoft Azure DB developer** | **5 Year** | |  |
| **Microsoft Power BI (DAX)** | **8 Year** | |  |
| **QlikView / QlikSense developer** | **3 Year** | |  |
| **Business Object developer** | **3 Year** | |  |
| **Tableau Developer** | **8 Year** | |  |
| **Data Vault Modelling** | **5 Year** | |  |
| **Functional design / Technical design** | **20 Year** | |  |
| **IBM Infosphere Datastage, Datareplication** | **5 Year** | |  |
| **Functional Management** | **22 Year** | |  |
| **Technical Management** | **22 Year** | |  |
| **ITIL III** | **15 Year** | |  |
| **PRINCEII** | **11 Year** | |  |
| **VBA Scripting** | **13 Year** | |  |
| **Motio-CI Version Control Cognos** | **6 Year** | |  |
| **Sparx Enterprise Architect** | **3 Year** | |  |
| **Spotfire TIBCO** | **2 Year** | |  |
| **Training** | | **Year & City** | **Certificate** |
| **SAFE Devobs SCRUM** | | **2019: Antwerpen** | **Yes** |
| **Powercenter Informatica** | | **2014: Utrecht** | **Yes** |
| **Prince II** | | **2012: Zaltbommel** | **Yes** |
| **Microsoft SSRS, SQL 2005 t/m 2012** | | **2013: Utrecht** | **Inhouse Training** |
| **Payment system and SEPA DD / CT** | | **2015: Utrecht** | **Inhouse Training** |
| **Metadata Management** | | **2012: Utrecht** | **Inhouse Training** |
| **Information Analyses** | | **2012: Utrecht** | **Inhouse Training** |
| **Data vault Modelling** | | **2012: Utrecht** | **Inhouse Training** |
| **advanced Dimensional modelling** | | **2012: Utrecht** | **Inhouse Training** |
| **QlikView** | | **2012: Utrecht** | **Inhouse Training** |
| **SAP - (BO) Business Objects** | | **2013: Utrecht** | **Inhouse Training** |
| **Rule speak - Semantics of Business Vocabulary and Business Rules (SBVR)** | | **2012: Utrecht** | **Inhouse Training** |
| **ITIL III** | | **2010: Utrecht** | **Yes** |
| **IBM C8 BI Report Authoring & Modelling FastTrack** | | **2008 : Nieuwegein** | **Yes** |
| **IBM C8 BI Framework Manager: Develop Metadata Modelling / Impromptu** | | **2008 : Nieuwegein** | **Yes** |
| **SAS Programming 1 and 2** | | **2008: Huizen** | **Yes** |
| **Cognos BI Adhoc Querying** | | **2008 : Nieuwegein** | **Yes** |
| **Management assertiveness: Communication and behavior technique** | | **1998: Weert** | **Yes** |
| **Expertise BI and BA met IBM Cognos 10** | | **2012: Utrecht** | **Inhouse Training** |
| **Information Modelling** | | **2012: Utrecht** | **Inhouse Training** |
| **Dimensional Modelling** | | **2012: Utrecht** | **Inhouse Training** |
| **Cognos BI FastTrack Administrator** | | **2012: Utrecht** | **Inhouse Training** |
| **Change Management / Project management / Team leader MT level** | | **2001: Maastricht** | **Inhouse Training** |
| **Management Presentation Training** | | **2002: Maastricht** | **Inhouse Training** |
| **VBA scripting, reporting design, macro building** | | **2001: Maastricht** | **Inhouse Training** |
| **COPC: Customer Operations Performance Centre (Quality and services)** | | **2003: Maastricht** | **Yes** |
| **Team leader management training (Coordination and development)** | | **2003: Maastricht** | **Inhouse Training** |
| **Emergency response** | | **2002: repeat till 2005** | **Yes** |
| **Marketing and Sales (Middle Management)** | | **1998: Weert** | **Yes** |
| **Competences** | | **Branches** | |
| **Business Intelligence** | | **Call Centre activities CRM / ERP** | |
| **Advising (Consultancy)** | | **Banks** | |
| **Data management** | | **Management consultancy activities** | |
| **Data-analyses** | | **Plastic Product development** | |
| **Change management** | | **Public Transport / Rail transport** | |
| **Information management** | | **Computer repair, management, software - hardware** | |
| **Information analysis and content authoring** | | **Technical testing and analyses** | |
| **Analyses development methods and technique** | | **Funeral organization** | |
| **Service level management and control** | | **Insurance organization** | |
| **Specification requirements definition and control** | | **Urban Transport** | |
| **Technical advice** | | **Police** | |
| **Functional management** | | **Government / Councils** | |
| **Technical management** | | **Automotive** | |
| **Business Analyses / Scrum Method** | | **Healthcare** | |
| **SAFE / Agile SCRUM** | | **Shipping / Port** | |
| **Stakeholder Management** | | **Housing cooperative** | |
| **Incident management** | | **Distribution** | |

**Relevant Work Experience**

**Business Intelligence / Business – Data Analyst / Cognos / PAW / tableau developer  
 *Date***

*Nike sports / distribution (Laakdal Belgium)* ***01-2021 | current***

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| **Assignment:**  Within Nike, the legacy AS400 interface and reporting for five distribution centers have been transitioned to the Manhattan distribution interface and Cognos reporting. The Microsoft Data Warehouse has been divested, with migration and reconstruction of data processes occurring in Snowflake. Efforts are also underway to migrate and rebuild Cognos 10, 11 and 12, Finance TM1 (Planning Analytics), and Tableau report and dashboarding functionalities. As part of the transition to SAP Hana, the next phase will entail migrating the backend infrastructure from Snowflake to Databricks. Our motto is “Keep the business running”. We support and enhance distribution center processes by developing new business cases, conducting trials, and preparing new or enhanced reports. We continually improve our processes, requirements, development, management, and tools to stay competitive.  **My task for this development was:**  Divestiture of Microsoft Datawarehouse | Built Snowflake Datawarehouse using GIT | Built Databricks Datawarehouse using GIT | Change management regarding SAP Hana implementation | Develop and document Business Requirements and definitions | Develop Functional and Technical design ( Business / IT Alignment) | Data Analysis, control, validate | Design Cognos Realtime and BI reporting | Design Tableau BI dashboards | TM1 (Planning Analytics) Cube design and development | Develop Dashboards and business reports | TM1 (Planning Analytics) / Cognos / Tableau administration, Data analyses, Management, Development and Maintenance  **Result**: Develop Snowflake data warehouse / Develop Databricks data warehouse / Develop new SAP HANA system / Develop BI platform with Cognos \Tableau reporting and dashboarding for distribution planning, finance and control to be and stay competitive.  **Tools**: Microsoft Visual Studio, GIT, Microsoft SSIS, SQL Server, Management Studio, Sparx Enterprise Architect, Snowflake, Databricks, Cognos 10 to 12 reporting, Tableau dashboarding, TM1 (Planning Analytics), O9, Anaplan. Jira, Confluence, Manhattan (Distribution), Oracle, SQL,  **Consulting:** Project Management | Financial Management information development | Management information development | Consulting best practice information management | Working SAFE SCRUM Agile method | Functional and Technical design | Technical management | Functional management | Data warehouse development, improvement and validation | Business Analyze | Stakeholder management | Business – change management | KPI determination / monitoring | Process monitoring / analysis | Incident management | Planning and control |

**Business Intelligence / Business Analyst / Microsoft PowerBI developer *Date***

*Housing Cooperation Havensteder Rotterdam* ***11-2020 | 2-2021***

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| **Assignment:**  Within the housing cooperative a new TIBCO Data virtualization platform built up, whereby reports are developed in Microsoft PowerBI. Stakeholders are included in the changes the company is undergoing. It also analyzes processes and KPI and includes it in the new Microsoft PowerBI platform. In this, the users are trained to eventually also use Microsoft PowerBI via self-service.  The Goal is to build a TIBCO data virtualization platform where the company data is built in Microsoft PowerBI. Ultimately, the self-service option will also be guaranteed to set up the data platform cooperatively across the board.  **My task for this development was:**  Built Microsoft datavault Datawarehouse using Microsoft Visual Studio and GIT | Develop and document Business Requirements and definitions | Develop Functional design ( Business / IT Alignment) | Data Analysis, control, validate | Design Microsoft PowerBI modules | | Develop Dashboards and business reports | Microsoft PowerBI Management and Development | Functional and Technical management |  **Result**: Develop Microsoft Datavault data warehouse / BI environment with Microsoft PowerBI reporting for the housing cooperative  **Tools**: Microsoft Visual Studio, GIT, Microsoft SSIS, SQL Server, Management Studio, Sparx Enterprise Architect, Datavault, Microsoft PowerBI,  **Consulting:** Financial Management information development | Management information development | Consulting best practice information management | Working SAFE SCRUM Agile method | Functional and Technical design | Technical management | Functional management | Data warehouse development, improvement and validation | Business Analyze | Stakeholder management | Business – change management | KPI determination / monitoring | Process monitoring / analysis | |

**Business Intelligence / DWH / Business Analyst / Tableau and Microsoft PowerBI developer *Date***

*Argenta Bank Breda* ***11-2019 | 10-2020***

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| **Assignment:**  Business analysis, process analysis, Information and data analysis from source systems and Requirement engineering. Data model analyzed with the business and built in collaboration with the architect. Datawarehouse construction with Microsoft SSIS, Visual Studio and GIT according to Datavault modeling and Business intelligence environment via OLAP construction in a OTAP street for the complete bank portal. Reports in Tableau and Microsoft PowerBI. Stakeholder management so that the change is safeguarded in the business and processes are followed up  Goal is to develop a complete Argenta variety Datawarehouse that guarantees the reports and self-service possibility with the data warehouse as the source.  **My task for this development was:**  Built Microsoft datavault Datawarehouse using Microsoft Visual Studio and GIT | Develop and document Business Requirements and definitions | Develop Functional design ( Business / IT Alignment) | Data Analysis, control, validate | Design Tableau and Microsoft PowerBI modules | | Develop Dashboards and business reports | Tableau and Microsoft PowerBI Management and Development | Functional and Technical management |  **Result**: Develop Microsoft datawarehouse / reporting environment in Tableau and Microsoft PowerBI for complete bank environment  **Tools**: Microsoft Visual Studio, GIT, Microsoft SSIS, SQL Server, Management Studio, Sparx Enterprise Architect, Datavault, Tableau and Microsoft PowerBI,  **Consulting:** Financial Management information development | Management information development | Consulting best practice information management | Working SAFE SCRUM Agile method | Functional and Technical design | Technical management | Functional management | Data warehouse development, improvement and validation | Business Analyze | Stakeholder management | Business – change management |

**Business Intelligence / DWH / Business Analyst / Tableau and Microsoft PowerBI developer *Date***

*Argenta Bank Antwerpen* ***02-2019 | 10-2019***

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| **Assignment:**  Business analysis, process analysis, Information and data analysis from source systems and Requirement engineering. Data model analyzed with the business and built in collaboration with the architect. Datawarehouse construction with Oracle ODI according to Datavault modeling and Business intelligence environment via OLAP construction in a OTAP street for the complete bank portal. Reporting in Tableau and Microsoft PowerBI. Stakeholder management so that changes are safeguarded in the business and processes are monitored.  Goal is to develop a complete Argenta-wide Datawarehouse that guarantees the reports and self-service possibility with the data warehouse as the source  **My task for this development was:**  Built Oracle Datawarehouse with Datavault | Develop and document Business Requirements and definitions | Develop Functional design ( Business / IT Alignment) | Data Analysis, control, validate | Design Tableau and Microsoft PowerBI modules | | Develop Dashboards and business reports | Tableau and Microsoft PowerBI Management and Development | Functional and Technical management |  **Result**: Develop Oracle datawarehouse / reporting environment in Tableau and Microsoft PowerBI for complete bank environment  **Tools**: Oracle Data Integrator ODI, Oracle Data Modeler, Oracle Developer, Sparx Enterprise Architect, Datavault, Tableau and Microsoft PowerBI, SQL Server  **Consulting:** Financial Management information development | Management information development | Consulting best practice information management | Working SAFE SCRUM Agile method | Functional and Technical design | Technical management | Functional management | Data warehouse development, improvement and validation | Business Analyze | Stakeholder management | Business – change management |

**Business Intelligence / Business Partner / Account Manager *Date***

*EHV Group ( EHV Talent, EHV Projects) Leende* ***02-2019 | current***

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| **Collabaration (Partner) with EHV Talent as Senior Business Intelligence Account Manager**  Service and delivery manager of  - Business Intelligence implementation  - Information Technology solutions.  - Business Intelligence Consulting  - Business Intelligence Advise  - Business Intelligence Requirements  - Stakeholder management  - Business – change management  - Project Management  **The activities concern Project management / Sales assignments in which the above skills are used in migration processes and completely new developments in Business Intelligence and automation issues. We ensure the right solution within the agreed time, whereby the stakeholders are connected to take the business along in the change process.** |

**Business Intelligence / Microsoft PowerBI - Database architect / Azure *Date***

*Innervate Maastricht Airport* ***08-2018 | 01-2019***

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| **Assignment:**  Build Azure Database to report a trainings environment where Certificates, course schedules, clients / participant and history will come together. Reports will be built in Microsoft PowerBI to reflect the clients / participants certificate validity and need upgrade / recertify.  Ability to send mailings to clients and participant to upgrade / recertify and knowledge upgrade will be available.  **My task for this development was:**  Built Azure Database | Develop and document Business Requirements and definitions | Develop Functional design ( Business / IT Alignment) | Data Analysis, control, validate | Design Microsoft PowerBI modules | |Develop Dashboards and business reports | SSRS BI Management and Development | Functional and Technical management |  **Result**: Develop database / reporting environment for reporting certification process.  **Tools**: Microsoft Suite, Microsoft Azure, SQL Server, Visual Studio, SSRS, Microsoft PowerBI  **Consulting:** Financial Management information development | Management information development | Consulting best practice information management | Working SCRUM Agile method | Functional and Technical design | Technical management | Functional management | Data warehouse development, improvement and validation | Business Analyze | Stakeholder management | Business – change management |

**Business Intelligence Specialist / Cognos BI Specialist / Information analyst *Date***

*PSA Antwerp* ***06-2017 | 02-2019***

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| **Assignment:**  PSA is the shipping company merger of Hessenatie and Noord Nation. It is the port operator of choice in the world's gateway hubs, PSA currently processes some 185,000 containers per day. For PSA we handle Business and Information analyses, New business application development and redesign of webfocus reporting dashboards towards the Cognos BI suite. Cognos BI and SSRS BI engineering. Analyze and transform webfocus reporting system, redesign webfocus SQL queries to Microsoft SQL standards to develop Cognos BI platform. Develop Cognos Framework and setup Administration and user rolls. Rebuild webfocus report in Cognos. Schedule reports using schedule jobs and event studio. Monitor the schedule event within the logging database. Write Functional and Technical design. Test the complete Cognos BI platform queries and report builds. Stakeholder management so that changes are safeguarded in the business and processes are monitored  **Result:** Deliver and migrate Dashboards and reports of the container transportation throughout PSA shipping company to Cognos BI.  **My task for this development was:**  Analyze Operational Source Data (GTOS) | Develop and document Business Requirements and definitions | Process design | Develop Functional design ( Business / IT Alignment) | DB2 development | Data Analysis, control, validate | Design Cognos Framework modules | Setup Cognos Transformer reporting cube | Develop Control Workspace Dashboard | Develop Standard report layout and definitions | Develop Dashboards and business reports | Cognos Administration, Rolls and Access management | SSRS BI Management and Development | KPI/PI report Dashboard development including HTML functionality to the best performance and layout | Functional and Technical management |  **Result**: Develop new business application and reporting structure for the container shipping within the PSA Company.  **Tools**: IBM Cognos 10.2.2, IBM Cognos 11, Cognos Framework Manager, Cube, DMR and Relational model development, IBM InfoSphere DataStage , IBM InfoSphere Data Replication, Office 2016, BD2 Server, Microsoft SQL Server, Microsoft BI, Microsoft PowerBI, IBM Netezza server performance  **Consulting:** Financial Management information development | Management information development | Consulting best practice information management | Working SCRUM Agile method | Functional and Technical design | Technical management | Functional management | Data warehouse development, improvement and validation | Business Analyze | Customer analyses, understand and improve customer experience | KPI/PI report and dashboard development. | Stakeholder management | Business – change management |

**Business Intelligence Specialist / Cognos BI Specialist / Information analyst *Date***

*Council Eindhoven and Health sector WijEindhoven* ***11-2016 | 04-2017***

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| **Assignment:**  Business and Information analyses, Requirement engineering, Cognos BI and Power BI engineering for the Health sector Wij-Eindhoven and Eindhoven Council. Build new and rebuild Cognos packages and cubes which will benefit the information stream needed by Wij-Eindhoven and the Council of Eindhoven. Current Excel reports will be transformed to Cognos. Build Workspace dashboards for better Efficiency and Quality. Write the Functional and Technical designs to update the Oracle/ Microsoft Datawarehouse and the framework modules with dimensions, facts and measures. Build reports and templates to meet the deliverables for Wij-Eindhoven and the Council of Eindhoven. Within the Wij-Eindhoven sector processes are developed for a new registry system and build Power BI report packages to upgrade management organization. Stakeholders WijEindhoven en gemeente Eindhoven management to reach the set goals. Stakeholder management so that changes are safeguarded in the business and processes are monitored  Goal is to deliver standard Dashboards structures throughout Eindhoven Council and Wij-Eindhoven. Since 2015 the Councils are responsible for healthcare within the community. Wij-Eindhoven is responsible for this care and needs information to measure if the given care results in the correct help for the citizen. Cost and care need to be correct and within budget to reach the set goal.  **My task for this development was:**  Analyze Operational Source Data (Compass) | Develop and document Business Requirements and definitions | Process design | Develop Functional design ( Business / IT Alignment) | Oracle DB development | Data Analysis, control, validate, source data to be loaded into the Data warehouse | Design Cognos Framework modules | Setup Cognos Transformer reporting cube | Develop Control Workspace Dashboard | Develop Standard report layout and definitions | Develop Dashboards and business reports | Cognos Administration, Rolls and Access management | Power BI Management and Development | KPI/PI report Dashboard development including HTML functionality to the best performance and layout | Functional and Technical management |  **Result**: Collaborate healthcare throughout the Eindhoven community. Build operational and management information structure to become cost and care efficient in the healthcare within the Eindhoven community.  **Tools**: Cognos 10.2.2, Cognos 11, Cognos Framework Manager, Cube, DMR and Relational model development, Office 2016, Oracle Server, Oracle BI, Microsoft SQL Server, Microsoft BI, Power BI  **Consulting:** Financial Management information development | Management information development | Consulting best practice information management | Working SCRUM Agile method | Functional and Technical design | Technical management | Functional management | Data warehouse development, improvement and validation | Business Analyze | Customer analyses, understand and improve customer experience | KPI/PI report and dashboard development. | Stakeholder management | Business – change management |

**Business Intelligence Specialist / Cognos BI Specialist / Information analyst *Date***

*Mercedes Benz Customer Assistant Center Maastricht* ***06-2016 | 11-2016***

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| **Assignment:**  Business and Information analyses, Requirement engineering and Cognos BI engineering for the Mercedes Customer Assistance Centre World-wide. Rebuild complete Cognos Frameworks to better performance and design for the CAC Helpdesk and support departments. Current Excel reports will be transformed to Cognos Workspace and Workspace advanced dashboards for better Efficiency and Quality. Write the Functional and Technical designs to update the Oracle Datawarehouse and Cognos framework modules with dimensions, facts and measures. Build complete reporting packages to meet the deliverables for World-wide CAC information centers and Mercedes Headquarters. Capture business processes, functional designs and technical designs. Stakeholder management so that changes are safeguarded in the business and processes are monitored  Goal is to deliver standard Dashboards structure throughout CAC and Mercedes Worldwide. Be able to control the Customer Care Centre KPI’s and PI’s Worldwide. The CAC is the European control center; it will become the Worldwide Control center.  **My task for this development was:**  Analyze Operational Source Data (Compass) | Develop and document Business Requirements and definitions | Process design | Develop Functional design ( Business / IT Alignment) | Oracle DB development | Data Analysis, control, validate, source data to be loaded into the Data warehouse | Design Cognos Framework modules | Setup Cognos Transformer reporting cube | Develop Control Workspace Dashboard | Develop Standard report layout and definitions | Develop Dashboards and business reports | Cognos Administration, Rolls and Access management | KPI/PI report Dashboard development including HTML functionality to the best performance and layout | Functional and Technical management |  **Result**: Build all CAC and Headquarters KPI/PI Dashboard for the CAC departments and Mercedes worldwide management. Better efficiency will improve Business and the customer experience.  **Tools**: Cognos 10.2.1, Cognos 10.2.2, Cognos 11, Cognos Framework Manager, Cube, DMR and Relational model development, Office 2013, Oracle Server, Oracle BI, IBM Datastage, Compass  **Consulting:** Financial Management information development | Management information development | Consulting best practice information management | Working SCRUM Agile method | Functional and Technical design | Technical management | Functional management | Data warehouse development, improvement and validation | Business analyses | Customer analyses, understand and improve customer experience | KPI/PI report and dashboard development. | Stakeholder management | Business – change management |

**Business Intelligence Specialist / Business - Information Analyst *Date***

*Isatis Business Solutions BV* ***05-2016 | 05-2017***

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| **Consulting** in:  • Business Intelligence  • Information Analyses  • Data Analyses  • Data Management  • Business Analyses  • Information management and Consulting  • Business Intelligence  • Business IT & Management  • Business-ICT alignment  • Cognos BI Developer  • Cognos TM1 Developer  • Business Object Developer  • QlikView / QlikSense Developer  • Tableau Development  • Microsoft SQL 2005 t/m 2016, Server 20xx  • Microsoft SSIS, SSAS, SSAS, SSRS  • Microsoft Power BI  • Tableau Dashboarding  • GIT Development  • Oracle BI -SQL/PLSQL  • Oracle Data Integrator (ODI)  • Functional design  • Technical design  • Functional Management  • Technical Management  • Report builder  • Dashboard management building  • Data Modelling  • Data validation  • Analytical Data Controlling  • Prince II  • Informatica Powercenter  • Stakeholder management  • Incident management  • Business – change management  Constantly looking out for new developments in the Business Intelligence tooling and processes. |

**BI / ICT Specialist / Cognos BI Specialist / Information Analyst *Date***

*Monuta* ***05-2014 | 06-2016***

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| **Assignment:**  Project lead (Self driving) setup Business and Information analyses on existing systems and sources for development of Management, Operational / Financial business frameworks. Teamleader and developer building the complete Cognos Frameworks for, Marketing / Funeral / Insurance / Helpdesk and Progress Reports. Transform Excel and Business Object reports to Cognos Platforms to control Monuta's business, Cost, Efficiency and Quality. (Insurance, Marketing, Funerals and helpdesk). Check and control and upgrade SQL 2012 data warehouse environment. Development of Cognos framework module, collecting source data from several data sources, data tables to build dimensions, facts and measures. Build complete reporting packages to meet the deliverables for the business (Insurance, Marketing, Funeral and Helpdesk).. Stakeholder management so that changes are safeguarded in the business and processes are monitored  Goal is to deliver a standard report structure throughout Monuta to control cost, Profit and efficiency. Be able to control the Funeral business in the Netherlands. Get more control on de Funeral business to understand the customer experience.  **My task for this development was:**  Analyze Operational Source Data | Develop and document Business Requirements and definitions | Develop Functional design ( Business / IT Alignment) | SQL 2012 development | Data Analysis, control, validate, source data to be loaded into the Data warehouse | Design Cognos Framework modules | Setup Cognos Transformer reporting cube | Develop Control Dashboard | Develop Standard report layout and definitions | Develop Dashboards and business reports for the business | Microsoft BI SSRS report building | Cognos Administration, Rolls and Access management | KPI report development | Functional and Technical management |  **Result**: Build all Business information and KPI reports for Monuta's Marketing, Funeral, Insurance and Helpdesk department. Cost efficiency will increase the gross margin and profit. Better efficiency will improve Business and the customer experience.  **Tools**: Business Objects 4.0, Cognos 10.2.1, Cognos 10.2.2, Cognos Framework Manager, Cube, DMR and Relational model development, Office 2013, Microsoft SQL Server 2012, SQL 2012 Management studio, Microsoft SSRS, IBM Datastage, Topdesk  **Consulting:** Project leading | Financial Management information development | Management information development | Consulting best practice information management | Working SCRUM Agile method | Functional and Technical design | Technical management | Functional management | Data warehouse development, improvement and validation | Business analyses | Customer analyses, understand and improve customer experience | KPI report development | Business information management and improvement | Prince II | Stakeholder management | Business – change management |

**BI Specialist (Powercenter ETL, Qlikview, Cognos Framework – Reporting - Design ) Date**

*ProRail* ***02-2013 | 11-2014***

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| **Assignment:**  Business and Information analyses on existing systems and sources for development of Management, Operational / Financial business frameworks. Build complete Framework, Project Financial / Progress Reports for ProRail Project Board. ProRail Project development progress need to reported to the government. As Scrum Member Transform Excel reports into Qlikview and Cognos Platforms to control all ProRail Projects, Cost, Efficiency, Quality and progress. ETL Development in Informatica Powercenter on SQL 2012 data warehouse environment. Development of Qlikview and Cognos framework module, collecting source data from several data sources, data tables to build dimensions, facts and measures. Build complete reporting packages to meet the deliverables, business and government rules. Stakeholder management so that changes are safeguarded in the business and processes are monitored  Goal is to deliver a reporting Project structure throughout ProRails business and the government to control the projects developments.  **My task for this development was:**  Analyze Operational Source Data | Develop and document Business Requirements and definitions | Develop Functional design ( Business / IT Alignment) | ETL Informatica Powercenter development | SQL 2012 development | Data Analysis, control, validate, source data to be loaded into the Data warehouse | Design Qlikview modules and reports | Design Cognos Framework modules | Setup Cognos Transformer reporting cube | Develop Control Dashboard, Develop Standard report layout and definitions | Develop Dashboards and business reports for the business  **Result:** Build and update the Data warehouse for the complete ProRail Business and external reporting to the government which reflects ProRails KPI’s with the government.  **Tools**: Cognos 10.2.1, Cognos 10.2.2, Cognos Framework Manager, Cube, DMR and Relational model development, Qlikview, Office 2013, Microsoft SQL Server 2012, SQL 2012 Management studio, Powercenter Informatica, Jira  **Consulting:** Financial / Project planning development | Management information development | Consulting best practice information management | Working SCRUM Agile method in multifunctional teams | Functional and Technical design | Data warehouse development, improvement and validation | Business analyses | KPI report development | Business information management and improvement | Stakeholder management | Business – change management |

**Cognos BI Framework and reporting modular goods transporting *Date***

*ProRail* ***09-2012 | 02-2013***

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| **Assignment:**  Business and Information analyses on existing systems and sources for development of a transport framework. The goods train transport regulation has to be met and reported to the government. Control needs to be measured on goods travel regarding hazardous substances. Business ICT Alignment is setup to build the reporting needs to measure the goods transport up to 20 measures and dimension are needed in the reporting module to measure which dangerous wagons in a goods train are not allowed next to each other. This to rule out explosions when a collision would occur. In a development of 4 people we upgraded the database with the calculated measures and dimensions, next the Business Objects report where converted to Cognos Reporting module was upgraded with the measures and dimension to be able to report the newly created and needed measures by government rules. Stakeholder management so that changes are safeguarded in the business and processes are monitored  Goal is to build a new goods travel report system to control the carrier on the goods train division, making sure it is setup by government rules for better and safer travel on the railway tracks.  Convert the complete information application from Cognos 8.4 to Cognos 10.1.1 and 10.2.1. Installed Cognos, convert content store, Rolls and Rights and reports. Test the overall installation and upgrade. Transferred the complete application to the Technical management.  **My task for this development was:**  Analyze Operational Source Data | Develop and document Business Requirements and definitions | Develop Functional and Technical design (Business/IT Alignment) | Data Analysis, control, validate, source capturing by Data warehouse | Setup Cognos Framework reporting module | Setup Cognos Transformer reporting cube | Develop Control Dashboard | Develop Standard report layout and definitions | Technical management | Functional management |  **Result:** To control the carriers of goods train making sure the wagons of the train are divided by government rules, the government is the owner of the report rules and check it accordingly.  **Tools**: Business Objects 4.0, Cognos 8.4, Cognos 10.2.1, Cognos 10.2.2, Cognos Framework Manager, Cube, DMR and Relational model development, Office 2013, Microsoft SQL Server 2012, SQL 2012 Management studio, Jira  **Consulting:** Passenger transport | Train composition information development | Consulting best practice information management | Working SCRUM Agile method in multifunctional teams | Functional and Technical design | Data validation | Business Analyses | KPI report development | Business information management and improvement | Stakeholder management | Business – change management |

**Report development Transport Budget Application Achmea *Date***

*Achmea* ***09-2012 | 10-2012***

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| **Assignment:**  Business and Information analyses on existing systems and sources for development of a travel budget framework. To calculate the travel cost and budget, a new travel budget Application is being developed. The application data is being captured in a new developed database. Reporting development down to travel budget product details are needed to manage the travel cost. A complete new Web application is being developed to handle the travel cost and budget. Reports are developed for the layout and query to show the results per employee. The team implemented the application via the web application of Achmea.  Goal is to manage the complete travel cost and budget for the business down to employee level.  **My task for this development was:**  Analyze Operational Source Data | Develop and document Business Requirements and definitions | Develop Functional design | Develop technical design (Business/IT Alignment) | Data Analysis, control, validation | Develop Standard report layout and definitions |  **Result:** To develop a complete new travel budget application to manage and handle the travel cost and budget, to make the business more aware. Efficiency will increase when travel cost can be measures and controlled.  **Tools**: Cognos 10, Office 2013, SQL 2012 Management studio, Jira  **Consulting:** Travel information development | Consulting best practice information management | Working SCRUM Agile method in multifunctional team | Functional and Technical design | Data validation | Business Analyses | KPI report development | Business information management and improvement | Stakeholder management | Business – change management |

**Team leader Cognos BI – Service Level (SLA) reporting development *Date***

*vtsPolitie Nederland* ***05-2012 | 09-201***

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| **Assignment:**  Information analyses on new to be developed Service Level Agreement (SLA) reports which are built in Cognos 7. Alignment needed, Business actions need improvement for better decisions. Service Level Agreement (SLA) Reports need to be upgraded from Cognos 7 to Cognos 8.4. Team leader of a Cognos team of 3 members to develop Service Level reports in Cognos 8.4. We build the definition and development requirements with the team for which I set the alignment between IT and the Business for the service desk. Stakeholder management so that changes are safeguarded in the business and processes are monitored  Goal is to build a complete SLA Dashboard in Cognos and stop any Excel or Access reports  **My task for this development was:**  Team Leader of a team of 3 people to setup definition and development according to plan and in time | Analyze Source Data | Develop and document Business Requirements and definitions | Develop Functional design (Business/IT Alignment) | Data Analysis, control, validate, source capturing by data warehouse | Setup Cognos Framework reporting module | Develop Report Studio, Analysis Studio reports | Develop Service Level Agreement (SLA) dashboard | Develop Standard report layout and definitions  **Result:** To develop and align the Management and Service Level Agreement reports to measure and control the Service of the Servicedesk  **Tools**: Cognos 8.4, Cognos Framework Manager, Cube, DMR and Relational model development, Office 2013, SQL 2012 Management studio  **Consulting:** KPI report development | Consulting best practice information management | Working SCRUM Agile method | Functional and Technical design | Technical management | Functional management | Data validation | Business Analyses | Business information management and improvement | Stakeholder management | Business – change management |

**Business Intelligence Specialist / Data analyst / Information analyst *Date***

*Atos Nederland BV* ***02-2012 | 04-2016***

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| Consultancy in:  • Business Intelligence  • Project Management  • Information Analyses  • Data Analyses  • Data Management  • Business Analyses  • Information management and Consulting  • Business Intelligence  • Business IT & Management  • Business-ICT alignment  • Cognos BI Developer  • Cognos TM1 Developer  • Business Object Developer  • QlikView / QlikSense Developer  • Tableau Developemt  • Microsoft SQL 2005 t/m 2016, Server 20xx  • Microsoft SSIS, SSAS, SSAS, SSRS  • Microsoft Power BI  • GIT Development  • Oracle BI -SQL/PLSQL  • Oracle Data Integrator (ODI)  • Functional design  • Technical design  • Functional Management  • Technical Management  • Report builder  • Management dashboard building  • Report dashboard building  • Data Modelling  • Data validation  • Analytical Data Controlling  • Prince II  • Informatica Powercenter  • Stakeholder management  • Business – change management  Constantly looking out for new developments in the Business Intelligence tooling and processes. |

**Cognos BI Authoring, Modelling, Infrastructure and reporting developer *Date***

*Avery Dennison* ***09-2010 | 01-2012***

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| **Assignment:**  Extended Business and Information analyses with all business departments to upgrade the current Excel and Access reports. Its very time consuming as each Department develops the same type of report. Definitions and ambitions are not aligned throughout the business. Business alignment is required. Business decision improvement is needed. Business-ICT alignment needed to develop a validated Data warehouse by IT. Complete alignment on reporting development needs to be setup in Cognos. In a development team of 8 people we developed the complete International Business management information system in Cognos.Stakeholder management so that changes are safeguarded in the business and processes are monitored  Goal is to develop the complete reporting definitions and dashboards in Cognos and stop self-build reports in other systems.  **My task for this development was:**  Analyses of Financial and Operational Source Data | Develop Business Requirements | Develop Functional design (Business/IT Alignment) | Data Analysis, control, validate, source capturing by Data warehouse | Setup Cognos Framework reporting module | Develop Report Studio, Analysis Studio reports | Develop Management Dashboard | Develop Financial Dashboard | Develop Control Dashboard | Develop Standard report layout and definitions  **Result:** Develop the Cognos environment and alignment throughout the business, which increased efficiency and business decisions.  **Tools**: Cognos 8.4, Cognos 10, Cognos Framework Manager, Cube, DMR and Relational model development, Office 2010, Microsoft SQL Server 2008, SQL 2008 Management studio  **Consulting:** Production management information development | KPI report development | Consulting best practice information management | Working SCRUM Agile method | Functional and Technical design | Data warehouse development and validation | Business Analyses | Business information management and improvement | |

**Cognos Reporting structure developer *Date***

*Royal Bank of Scotland (RBS)* ***09-2009 | 09-2010***

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| **Assignment:**  The Royal Bank of Scotland merged with the Retail Market of the ABN-AMRO Bank.  The RBS build a complete new Data warehouse, where Cognos will be used for report development. Standard reports need to be developed in Cognos by Manager, Department and Retailer. Cognos Report Studio and Analysis Studio will be the reporting tools  In a reporting team of 6 people we develop the complete International reporting structure for the Retail Market in Cognos. Next an internal reporting team will be trained to maintain and develop the reporting structure. Stakeholder management so that changes are safeguarded in the business and processes are monitored  Goal is to develop and maintain the reports for the Retail Market for the business to pro-active react on the market.  **My task for this development was:**  Analyze Financial and Operational Source data, Data warehouse data | Develop Business Requirements | Management and departmental requirements, Data Analysis, control, validation, Develop Management Dashboard | Develop Operational Dashboard | Develop Report Studio, Analysis Studio reports | Develop Standard report layout and definitions  **Result:** Business reports are developed and a reporting team had been trained, maintenance will be handled by this team.  **Tools**: Cognos 8.4, Cognos Framework Manager, Cube, DMR and Relational model development, Office 2010, SQL 2008 Management studio  **Consulting:** Financial banking management information development | KPI report development | Consulting best practice information management | Working SCRUM Agile method | Functional and Technical design | Data warehouse development and validation | Business Analyses | Business information management and improvement | Stakeholder management | Business – change management |

**Business Intelligence / Data / Reporting / Information Analyst *Date***

*Dutch Railway Company (NS)* ***06-2006 | 05-2009***

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| **Assignment:**  Extended Business and Information analyses with all business departments to upgrade the current Excel and Access reports. Data is not consistent, reports are inaccurate, wrong business decisions are result of these issues. Report development, performance and accuracy need to improve. Data warehouse needs to be developed to build the reports per Manager and Department. Reports will be developed in Cognos, one system where the data is channeled.  In a team of 4 people all source systems are analyzed to setup a functional design to build the Data warehouse. Stakeholder management so that changes are safeguarded in the business and processes are monitored  Goal is to setup all definitions and reporting developments in Cognos to make sure the Business alignment is settled.  **My task for this development was:**  Analyze Financial and Operational Source Data | Translate Business requirements into Functional design development (Business/IT Alignment) |Enhance current Excel and Access reports to macro reports using VBAscript and Macro technology on Cognos preparation| Data analysis, Control, validation Source data to Data warehouse | Project development setup and control, coordinated per Department | Develop Cognos Framework modules | Develop Standard report layout and definitions | Develop Management Dashboard | Develop Financial Dashboard | Develop Control Dashboard | Report team setup, coordinate between Front office and Management | Quality Improvement Management, performance Management setup  **Result:** Report development and definitions are handled in Cognos. Analyses, quality and quantity have improved. Complete business control has improved which resulted in a quick return on investment.  **Tools**: Cognos 8.4, Cognos Framework Manager, Relational model development, Office 2010, SQL 2008 Management studio  **Consulting:** Customer service information development | KPI report development | Consulting best practice information management | Functional and Technical design | Data validation | Business Analyses | Business information management and improvement | Stakeholder management | Business – change management |

**Director Bergmans Data Intelligence BV (Freelance BI Specialist) *Date***

*Bergmans Data Intelligence BV* ***06-2006 | current***

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| ***Since 07-2006: Director of Bergmans Data Intelligence BV as Senior Business Intelligence Specialist, Information Analyst, Business Analyst, Data Analyst.***  *From 02-2012: Computer Specialist, building, fixing and installing computers and small networks. for BDI\_BV*  **Consulting** in:  • Business Intelligence  • Project Management  • Information Analyses  • Data Analyses  • Data Management  • Business Analyses  • Information management and Consulting  • Business Intelligence  • Business IT & Management  • Business-ICT alignment  • Cognos BI Developer  • Cognos TM1 Developer  • Business Object Developer  • QlikView Developer  • Microsoft SQL 2005 t/m 2016, Server 20xx,  • Microsoft SSRS, SSIS, SSAS,  • Microsoft Power BI  • Tableau Dashboarding management  • Oracle BI -SQL/PLSQL  • Oracle ODI  • Functional design  • Technical design  • Functional Management  • Technical Management  • Report builder  • Management dashboard building  • Report dashboard building  • Data Modelling  • Data validation  • Analytical Data Controlling  • Prince II  • Informatica Powercenter  • Stakeholder management  • Incident Management  • Business – change management  Constantly looking out for new developments in the Business Intelligence tooling and processes. |

**Previous experience**

**European Research & Planning Coordinator / Business Analyst *Date***

*Twenty4help* ***02-2004 | 07-2006***

**Assignment:**

Reports to measure Callcenter activities are developed in Excel and Access | Validation and control is very difficult which results in wrong business decisions | Improve efficiency and performance, Datawarehouse will be built to channel the data in one system | Maintain quality, performance and control, Cognos will be used to build reports according the SLA (Service Level Agreement)

In a team of 4 we analyzed all source systems, build the Functional designs as input for the Datawarehouse build.

Goal is to use Cognos as the reporting tool to develop all definitions, and reports for complete Business alignment.

**My task for this development was:**

Data Analysis, Validation and collection in all source systems for all contact channels | Translate Business requirements into Functional design (Business/IT Alignment) |Enhance current Excel and Access reports to macro reports using VBAscript and Macro technology on Cognos preparation | Data analysis, Control, validation Source data to Datawarehouse | Develop Cognos Framework modules | Report team setup, coordinate between Front office and Management | Develop Standard report layout and definitions | Develop Management Dashboard | Develop Operational Dashboard | Set Targets and goals for team and personal improvement | Hardware and Software problem management | Improve and discuss SLA agreements with customer and team | Control and discuss personal, employee development

**Result:** All reports are developed in Cognos, there is more time for analyses, quality, quantity, efficiency control.

Performance has improved which results that targets are reached.

**Team leader Operations Callcenter *Date***

*Twenty4help* ***12-2000 | 02-2004***

**Assignment:**

Team leader Callcenter for technical support teams: Microsoft, Compaq, Sharp, Sharp Mobile, LGE Benelux, Minolta, Gericom, is responsible for the performance of the team | He builds and maintains his own reports which is very time consuming |Customer contacts need to be captured in Data warehouse |Quality and performance needs to be improved, therefore reports need to be built in Cognos | SLA customer Service Level Agreement can be met

The Call Center team works with tight restrictions (KPI's)

The team leader builds his own reports, agents and team performance need to be within KPI's restrictions

**My task for this development was:**

Enhance current Excel and Access reports to macro reports using | VBAscript and Macro technology for business contingency | Manage the support teams | Account Management, Contract Management with client | Develop Costing / performance reports | Analyze, research team result for improvement | Database program control for technical support team | Analyze and build Forecasting, Staff planning | Develop Team and individual Performance control | Productivity Control

Result: A development team builds all reports for the business.

Performance and development has increased due to better control.