

CURRICULUM VITAE ROBIN HENDRIKS MSc.



PERSONAL DETAILS

I am ambitious, result driven and flexible with seven years business experience in IT Management and IT Strategy consultancy, with an emphasis on Sourcing. I have a professional football background in combination with a Master Degree in Business Administration, a Bachelor Degree in Account Management, excellent communication, presentation and interpersonal skills, four years off-shore experience with Indian IT Suppliers and above all I take pleasure in motivating other people and see cultural differences as a challenge.

Some other qualities that characterize me: analytical, listening, independent, working with multi-disciplinary and cross-cultural teams, accuracy, willingness to travel abroad, immune to stress, sense of perspective, multi-tasking, team player and pro-active.

CONTACT INFO

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DATE OF BIRTH

02-12-1979

AGE

32

GENDER

Male

NATIONALITY

Dutch

LANGUAGES

NL: Native
UK: Excellent

DRIVING LICENSE

B + E

CERTIFICATION

Prince2 Practitioner
Prince2 Foundation

INTERESTS

Traveling, Football,
Running, Mountainbiking,
and Snowboarding

RECENT EXPERIENCE

2012 - present	RPMH	Independent Professional	Vught
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Currently I work as independent professional via my own company. RPMH helps clients finding and implementing the most appropriate sourcing, advisory and orchestration solutions.

Recent assignment(s):

- Allianz Nederland Groep – As Strategic Sourcing Manager I am responsible for aligning the IT Demand & Supply organization and improving the governance and operational excellence with their biggest IT infrastructure supplier

OTHER EXPERIENCE

2010 - 2012	Kirkman Company	IT Sourcing Consultant	Baarn
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At Kirkman Company I worked as IT Sourcing Consultant and helped clients with their IT sourcing strategy development and implementation on strategic, tactical and operational level.

Besides this I was Practice Leader of the Information Management practice. In this role I was responsible for the vision, strategy, market proposition, planning, targets and management of the seven other practice members.

I also gave the training 'Introduction Strategic Sourcing' (ISS) to every new internal trainee group.

Assignments:

- Ministerie van Binnenlandse Zaken en Koninkrijksrelaties – creation of a decision memorandum to support a business strategy sourcing decision
- Altrecht – Performing a maturity check and develop a sourcing strategy as part of an organizational restructuring program
- Ahold – Creation and implementation of a sustainable cooperation framework between three international IT suppliers (from US/EU/INDIA)
- Rijkswaterstaat – Creation of a strategic sourcing & planning advise

2009-2010	NOC*NSF	IT Project Manager Arnhem
	<p>Within NOC*NSF I worked as IT Project Manager to improve the strategic and operational excellence, with an emphasis on knowledge and information management.</p>	
	<p>I also created a new adoption and change strategy to make sure that the natural resistance for (IT) change was minimal. This strategy was used successfully during the implementation of multiple new information management solutions through the whole organization.</p>	
	<p>Besides my standard responsibilities I was directly involved in the strategy development and the elaboration of some critical success factors from the NOC*NSF strategy map. I also liaised the knowledge and information management for the alliance "Olympic Fire" with their internal and external stakeholders. This alliance is trying to bring the Olympic Games in 2028 to the Netherlands.</p>	
2007-2009	1-2Focus	IT India Liaison/ Almere Account Manager
	<p>1-2Focus is a company that developed innovative software applications for professional sport clubs. As India liaison, and former Capgemini employee, I made sure that all communication and strategic planning regarding the development process between Capgemini India and 1-2Focus was going well. Cultural understanding, sensitivity and good communication skills were essential for this role.</p>	
	<p>In my Account Management role my key accounts were PSV Eindhoven and AZ Alkmaar, where I established good multi-level relationships with all internal and external stakeholders. I managed and controlled their functional requirements via Use Cases and made sure that the information flow between the customer and India was correctly. Besides this I gave sales presentations to potential new customers.</p>	
2005-2007	Capgemini	Young Professional Utrecht
	<p>After completing my study Business Administration I started my career at Capgemini Netherlands, in the sector Financial Services. Through the two year Young Professional Program I did assignments within several multinational organizations.</p>	
	<p>Besides the assignments I also joined the Rightshore Interest Group (RIG). Via this RIG I gained a lot of insight and experience in cultural understanding, offshore outsourcing, cross-cultural teams and working together with international (Indian) colleagues.</p>	
	<p>In the yearly assessment interviews I scored an A rating (High Potential with significant growth in added value) for both years that I worked for Capgemini.</p>	
	<p>Assignments:</p>	
	<ul style="list-style-type: none"> ▪ 1-2Focus Automation B.V. - India Liaison ▪ Essent Energy – Business Analyst ▪ Rabobank/Orbay - Information Analyst ▪ ING - Junior Bid Manager ▪ ABN AMRO - Business Analyst 	

BUSINESS TRAINING

2012	Professional supplier governance
2011	Prince2 Foundation + Prince2 Practitioner, How Clients Succeed I+II
2010	Strategic Sourcing (Make, Buy, Ally), Strategic Sourcing (Choice, Change, Control), Spanish (level 1A+ / 2A) University Leiden
2009	Qlikview foundation
2007	Facilitating foundation, Lecture course: Monetary & Financial Economy
2006	Securities Foundation, Techniques in Engineering, Working with Design, Working in Teams, ISEB Software Testing Foundation, Rightshore Testing, Introduction to Indian culture
2005	Personal Skills, RUP Awareness, Anti-money Laundering Training (CAAML), Compliance training, Managing Cultural Divides, The Impact of Culture on Communication

EDUCATION

2004	Business Administration: Master Knowledge and Information Management , Radboud University Nijmegen
2001	Account Management, Higher Vocational Education, Schoevers Eindhoven
1999	Commercial Services/Euro Marketing and Management, Intermediate Vocational Education, Koning Willem I College 's- Hertogenbosch
1997	Higher General Secondary Education, Boxtel

ACTIVITIES

1993-1998	Youth Football Plan – RKC WAALWIJK
1998-2001	Professional Football – RKC WAALWIJK
2004	Backpacking Sri Lanka
2005	Backpacking Cuba
2006	Business Trip Mumbai India
2007	Business Trip Mumbai India
2008	Backpacking Vietnam (Solo)
2009	Backpacking Thailand (Solo)
2010	Backpacking Peru

PUBLICATIONS

2004	Master thesis, Radboud University Nijmegen: "Promoting Human Intelligence within organizations using HRM infrastructure measures". Therefore I studied Human Intelligence within organizations. The focus in this research was promoting Human Intelligence, through stimulating the provision of knowledge by using HRM infrastructure measures.
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RECOMMENDATIONS

- *"I've had the privilege to work with Robin in one of my customer accounts. He is an excellent team player who understands various cultures and distributed delivery complexity; all in an objective manner. Robin's acumen for details is worth appreciating. It always been a great pleasure to work with Robin".*

Santosh Menon – Practice Lead – Capgemini India

- *"I worked with Robin for a year. Robin has excellent communication skills, is very good at analyzing business needs and translating them to solutions. He was responsible for several successful projects and the overall program for the adoption of functionality in the organization. But above all he was a very nice and ambitious person to work with".*

Jean Pierre Martens – CIO – NOC*NSF