



PAUL MARCUS

EXPERTISE

- PROJECT MANAGEMENT
- INFORMATION TECHNOLOGY
- BUSINESS INTELLIGENCE
- PROCESS DEVELOPMENT

CONTACT

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PERSONAL INTRODUCTION

To reveal the needs and wishes of an organization I analyse situations, processes and people to create a helicopter view and develop a suitable strategy. Though understandable language for both the management team and the work floor I connect knowledge with needs. As a result of an effective way of communication and a broad experience in ICT and Business Intelligence I can move a project in the desired direction.

Sector:

✓ Energy	✓ Government	✓ Administration	✓ Construction
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TECHNICAL KNOWLEDGE

CMS (WordPress, Magento, Joomla)	Imaging (Acronis, NLite, Clonezilla, etc.)
CRM (Microsoft Dynamics, Siebel)	Microsoft Office (Excel, Access, etc.)
Editing (Photoshop, Premiere, GIMP)	Microsoft Windows (7, 10, 2016, etc.)
ERP (SAP-ISU, Infor)	Reporting (Cognos, Report Manager, etc.)

EDUCATION

- HBO Bachelor Business IT & Management
Specialization Project Management (95%)

Relevant courses:

- Agile Scrum** (Master, Trello, Jira)
- COPC** (Customer Operations Performance Center)
- IBM Cognos Analytics**
- Microsoft Excel Expert**

Experience:

- 7 years
- 6 years
- 11 years
- 15 years

COMPETENCIES

- **CONSIDERATE**
Thinks before he speaks and considers his advice thorough
- **AUTODIDACT**
Collected a wide range of knowledge by self-learning and understanding
- **OBSERVATIVE**
Approaches situations by observing people, facts and behaviour

LANGUAGES

<p>Native</p> <p>★★★★★</p>	<p>Full professional proficiency</p> <p>★★★★★</p>	<p>Learning</p> <p>★</p>
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PROFESSIONAL EXPERIENCE

ICT MANAGER

Van Dam Machine Europe B.V.

Period:

Dec. 2016 – Present



Managing the restructuring and implementation of a new ICT infrastructure for both the location in Amsterdam and New Jersey (USA).

Tasks:

- replacement of servers; implementing Office 365 and Windows 2016, phasing out Novell;
- reviewing contracts and negotiating appropriate contracts for this organization;
- coordinating the restructuring of the data environments;
- implementing Windows 10, new CRM/ERP system and cloud backup;
- replacing company networks (firewall, switches, wi-fi).

BUSINESS INTELLIGENCE SPECIALIST

Vattenfall (Nuon)

Period:

Oct. 2011 – Nov. 2016



Responsible for the coordination of ICT projects to achieve an optimized work process which is user friendly and can be analysed on several levels.

Tasks:

- designing and maintaining reports in Excel, Access and Cognos;
- estimating the impact of changes and renovations;
- anticipating on changes by informing the management as well as the concerned teams;
- analysing reports and business data from SAP ISU, Siebel and Genesys;
- database management.

HIGHLIGHT

2014 | Umeå Sweden

As a business intelligence specialist for Vattenfall I was located in Sweden for 2 months to develop and improve the established reporting platform designed in the Netherlands. I focused on solving the discrepancy between the usage of a platform designed for Dutch organisations implemented in Swedish departments. To reach a fitting solution I analysed the differences between the Dutch and the Swedish market, talked to Swedish teams about work processes, needs and wishes. This project resulted in the implementation of a customized platform for the entire organization.

BUSINESS ANALYST AND SYSTEM ENGINEER

Interovo Egg Group B.V.

Period:

Oct. 2010 – Sep. 2011



Within Interovo my role was a combination of several positions, such as project coordinator, system controller and administrator and application controller.

Tasks:

- designing and maintaining reports in Microsoft Dynamics and Excel;
- analysing reports and business data from Microsoft Dynamics;
- database management;
- on-site support engineer.

BUSINESS ANALYST

Nuon N.V.

Period:

Apr. 2006 – Sep. 2010



Enabling change and improvement within Nuon by defining needs and recommending solutions mainly on ICT level but always considering the whole situation to improve business.

Tasks:

- designing and maintaining reports in Excel, Access and Cognos
- analysing reports and business data from SAP ISU, Siebel and Genesys
- coordinating projects through organization and steering within the team
- database management
- coordinating the location where people inquire help or information (Single Point of Contact SPOC)

OPERATIONAL SUPPORT

Nuon N.V.

Period:

Mar. 2003 – Mar. 2006



Started within Nuon with operational support during implementations and performed general operational support.

Tasks:

- coordinating, analysing and restoring massive customer incidents;
- supporting SAP user on the first level;
- database management;
- custom analysis SAP ISU;
- building SQ01 Queries;
- authorization controller SAP ISU;
- project coordinator;
- coordinating massive data migration during the development of SAP ISU LSMW's.

SYSTEM ENGINEER

GAK Nederland B.V.

Period:

Jan. 2001-Feb. 2003



Responsible for supporting the users of the system within the Dutch Employee Insurance Agency (UWV).

Tasks:

- monitoring the IT infrastructure within the organization;
- providing support for users on several levels;
- on-Site Support engineer;
- system controller and administrator;
- network and telecom administrator.