



PAUL MARCUS

Business Analyst

EXPERTISE

- BUSINESS ANALYTICS
- BUSINESS INTELLIGENCE
- PROJECT MANAGEMENT
- INFORMATION TECHNOLOGY

CONTACT

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PERSONAL INTRODUCTION

Through 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 Business Analysis, but also Business Intelligence, Project Management and ICT, I can move a project in the desired direction.

Sector:

✓ Energy	✓ Government	✓ Administration	✓ Construction
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COMPETENCIES

- **ANALYSIS/PROBLEM SOLVING**
I'm able to spot patterns, trends and impacts in information and to deduce cause, effect from this. Can generate a range of creative solutions and choose the most appropriate option.
- **TEAM WORK**
Actively participates in teams, with 7 years of fulltime Agile Scrum experience. Aware of the needs of others and responds flexibly. Shares information and supports other team members. Can get things done through others and set realistic objectives.
- **FLEXIBILITY/ADAPTABILITY**
Has actively sought to learn new things on own initiative. Has responded positively to change and adapted to new situations quickly. Able to take on a diverse range of tasks equally effectively.

SOME KNOWLEDGE AREAS

- ✓ **Reporting** (Excel, Cognos, Access, QlikView, Report Manager, SQL)
- ✓ **Microsoft Office (365)** (Excel, Access, PowerPoint, Word, Visio, Project)
- ✓ **ERP** (SAP-ISU, Infor, Microsoft Dynamics)
- ✓ **CRM** (Microsoft Dynamics, Siebel)

EDUCATION

- **HBO Bachelor Business IT & Management 2016/2017 (95%)**
Specialization: Project Management

Relevant courses:

- Agile Scrum (Master)** (Office 365, Trello, Jira)
- COPC** (Customer Operations Performance Center)
- IBM Cognos Analytics**
- Microsoft Excel Expert**

Experience:

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

LANGUAGES

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

BUSINESS ANALYST

Coöperatieve Rabobank U.A. (Freelance)

Period:

Aug. 2019 – Present



Part of the Business Information Management Team. Implement and maintain the data warehouse and dashboards for Real Estate and Facility Services. Structurally implement Business Information Analysis and Data Quality for Expertise Center department.

Tasks:

- Design and maintain reports in Power BI;
- Data Quality steward for the Facility & Property Management Software;
- Analysing reports and business data of the Real Estate and Facility Services data.

BUSINESS ANALYST/ICT Project Manager

Van Dam Machine Europe B.V. (Freelance)

Period:

Dec. 2016 – Present



Analysing the organizations systems as a bridge between the business problems and the technology solutions, followed by managing the restructuring and the implementation of a new ICT infrastructure for both the location in Amsterdam (NL) and New Jersey (USA).

Tasks:

- Analysing, mapping and coordinate the replacement of the servers; Office 365 and Windows 2016, phasing out Novell;
- Analysing contracts and negotiating appropriate contracts for the organization. Hardware, software, networking, printers, mobile provider, internet provider, server rooms, air conditioning, etc;
- Analysing and coordinating the restructuring of the data environments;
- Analysing and implementing Windows (10), new CRM/ERP system and cloud backup;
- Analysing and replacing company networks (firewall, switches, wi-fi).

BUSINESS ANALYST/BI Specialist

Vattenfall (Nuon N.V.)

Period:

Oct. 2011 – Nov. 2016



Financial and Customer Experience analysis and reporting on COPC level. Guiding the business in improving processes and their way of working. Part of the implementation team of one European company wide data warehouse and reporting platform. Implementing the Dutch reporting platform in Sweden and Germany.

Tasks:

- Designing and maintaining reports in Excel, Access and Cognos;
- Analysing 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 Analyst 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 and analysing the impact on the usage of the platform designed for the Dutch organisation implemented in Swedish departments. To reach a fitting solution I analysed the GAPS 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 European organization.

BUSINESS ANALYST

Nuon N.V.

Period:

Apr. 2006 – Sep. 2010



Financial and Customer Experience analysis and reporting on COPC level. Guiding the business in improving processes and their way of working. Part of the implementation team of one company wide data warehouse and IMB Cognos reporting platform.

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;
- Location coordinator (Single Point of Contact SPOC), member of several weekly MT meetings.

BUSINESS ANALYST/Operational Support

Nuon N.V.

Period:

Mar. 2003 – Mar. 2006



Reporting, analysing, querying and maintaining reports. Supporting the operation with system implementations, massive customer incidents and lots of more operational support tasks.

Tasks:

- Analysing, coordinating, 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;
- Analysing and 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 systems within the Dutch Employee Insurance Agency.

Tasks:

- Analysing and 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.