

Independent Program & Transition Lead

Available: Immediately | **Work mode:** On-site / Hybrid / Remote

Mobile: +49 176 716 70861 (DE) | +31 6 5473 0616 (NL)

Languages: Dutch (native) | English (fluent) | German (business)

Base: Sigmaringen (DE) The Hague (NL)

- 17 years leading international transition, programme and project delivery across cross-cultural IT–business environments (interim/contract, senior leadership).
- Large-scale multinational transformations and transitions (Serco, Lowell, Canon, Roche, Philips, ICL, Fresenius).
- Senior stakeholder management. Bridges executive and C-level intent/priorities to delivery teams and the organisation (“CEO to programmer”).
- Turnaround lead for blocked or conflicted initiatives; re-establishes direction, governance, project/operating rhythm and delivery control.
- Senior leadership style: grounded, trust, catalyst, mediator; motivates, drives execution and accountability.

Key Assignments

2023 – Sept 2025	Head of Programme Delivery Serco Europe
2022	Project Portfolio Lead Compliance Fresenius Medical Care
2020 – 2021	Interim Manager IT Operations gkv Informatik, IT-Service Provider Healthcare
2017 – 2020	Manager Projects & Operations Lowell Group DACH
2017	Transition Manager EMEA F. Hoffmann-La Roche AG
2015 – 2016	SAP Transition Manager Global Reporting ICL-Group
2014 – 2015	Strategy Manager Acquisition LIOF
2013 – 2014	Project Portfolio Manager Philips
2010 – 2013	Senior Project Manager Canon
2008 – 2009	SAP Delivery Manager Bluefin Solutions
2003 – 2006	Development Manager NGO
2000 – 2003	Consultant Cap Gemini

Key Assignments details



Head of Programme Delivery

Brussels/Zurich 2023 – September 2025

- Implemented Agile project management, including automated reporting and organisation-wide adoption
- Achieved a harmonised PM capability—realised clear overview and steering of in-flight projects and improved project managers delivery and consistency through coaching and discipline
- Developed programme plans, roadmaps and governance aligned to strategic goals.
- Established and improved contingency planning, risk management and project reporting.
- Senior stakeholder management. Bridged IT and business to ensure continuity and drive delivery.
- Ensured budget compliance and secured additional resources when required.



**FRESENIUS
MEDICAL CARE**

Project Portfolio Lead Compliance

Germany/US, 2022

- Led critical compliance initiatives and projects to strengthen monitoring of transactional and master data.
- Initiated and supported redesign of the compliance application and data landscape (Processes, resources, architecture, master data, stakeholder alignment and governance)
- Supporting the redesign of the TOM as part of a worldwide IT transition programme Realigned and clarified corporate roles, tasks and responsibilities within the transition programme.
- Advised senior executives on risk management, governance, project delivery and supplier management.



Interim Manager IT Operations

Germany, 2020 - 2021

- Acting as Head of Operations (interim), led Service Operations teams with focus on provider management, process management, asset/CMDB, change/release, incident and request management.
- Steering IT operations and related in-flight projects (Agile) at senior management level.
- Advised and supported senior and executive management on programme/project delivery, organisational change, service/process design, and governance (roles, responsibilities, controls).



Manager Projects & Operations

Germany, 2017 – 2020

- Set up the Lowell PMO, DACH. Harmonised project reporting and improved planning, delivery discipline, quality and business case value across workstreams.
- Implementation of business process management, including governance, minimum adoption levels, toolkits and process house setup.
- Setup and alignment of a new management structure for the Operations Delivery Team.
- Coached managers and established reporting and control routines to strengthen accountability.
- Led the reorganisation of a Lowell subsidiary redesigning and streamlining resources and key processes.
- Drove change management to align business and IT service operations (change, incident, request) and improve delivery of business-critical applications.
- Coached management to increase adoption and ownership of roles, responsibilities and processes.
- Managing multiple teams transitioning activities into a new organisational structure.
- Responsible for the stabilisation and handover of business-critical tasks and activities.
- Adoption and ownership of tasks, roles and responsibilities in teams.



Transition Manager EMEA

Switzerland, 2017

- Responsible for transitioning EMEA application management (15 countries) to a nearshore delivery centre as part of a global pharma programme.
- Built alignment and partnerships with IT Directors across Europe; designed and embedded governance and controls with regards to the new Target operating model.
- Led detailed transition planning and execution: handovers, phased ramp-down/ramp-up of resources, training and communications.
- Drove adoption, tracked benefits realisation and monitored business cases until project closure.



Transition Manager Global Reporting - SAP BI

Germany / Israel, 2015 - 2016

- Reporting/BI lead within a €500m+ global harmonisation programme (SAP greenfield) across Germany, Netherlands, US and Israel.
- Built and aligned a cross-business stakeholder organisation in a high-resistance environment (multiple source systems and differing processes).
- Delivered complex global Sales and Credit Management reporting across SAP and legacy systems, working with delivery teams in Israel and India; established an offshore support model for maintenance and development.



LIOF

provincie limburg

Strategy Manager Acquisition

Netherlands, 2014 - 2015

- Drove investment attraction for the Province of Limburg by improving collaboration across key regional stakeholders (development agencies, city councils, universities and the regional Minister of Economics). Defined the roadmap and acquisition strategy for Limburg.

PHILIPS

Project Portfolio Manager

Netherlands, 2013 - 2014

- Led development and rollout of business processes, capabilities and tools; managed project financials, business cases, staffing, planning and reporting.
- Steered project managers and managed portfolio-level dependencies and impacts.

Canon

Senior Project Manager (Reporting, BI & Commercial Excellence)

Netherlands 2010 - 2013

- Delivered “Commercial Excellence” initiatives across European sales companies to improve customer profitability and service contract revenue; delivered €0.5m–€1.0m benefits within 12 months.
- Delivered a harmonised EMEA Sales dashboard solution with daily customer/item-level reporting; led data migration/integration and offshore delivery across €1bn+ data, incl. support model setup.
- Led BI Business Planning: defined processes and requirements, designed KPI framework, harmonised planning, integrated key source systems, and transitioned the solution into operations.
- Managed additional initiatives including industrial printer I2M, PMO setup for outsourced print management, and SAP Order-to-Cash for a remanufacturing operation.



SAP Delivery Manager

United Kingdom, 2008-2009

- Implemented ITIL service management (chang, /release, incident, problem) for Wolters Kluwer across Europe; set up the support and offshore delivery model.
- Led multi-country support and development teams (~30 FTE) and coordinated suppliers/third parties.
- Delivered >96% SLA in year one (400+ incidents), established CAB governance, and managed contracts and budget (>€3m).



Development Manager, NGO development Aid

Indonesia-New Guinea, 2003-2006

- Developed a sustainable framework focused on fraud prevention, cashflow control & knowledge transfer.
- Built and managed donor-counterpart relationships; acted as liaison and supported long-range planning.
- Coordinated remote field operations (logistics, flights, communications) and prepared annual budgets and donor reporting.



Consultant

Netherlands, 2000-2003

- Certified SAP FICO consultant working for clients in the banking area.
- UNIX System Administrator working for clients in the banking area.

Education & Certifications



Bachelor in Economics



**Project Cycle
Management**

