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Knowledge Management • Systems Integration • Project Management

- Globally experienced multilingual information technology professional with a comprehensive background in development and oversight of leading-edge technologies for the support of international businesses. Expertise includes experience with world-class banks and financial institutions, global manufacturers and distributors, telecom groups, call centers, and government agencies.
- Effectively communicate technological concepts, finding the simplicity in complex business structures and integrating end user needs into system requirements. Improve systems and solve problems through a solid foundation of personal initiative, persistence, and dedicated customer support. Meet the challenges presented by a rapidly changing global economy.
- Fluent in spoken and written English, German, and native Dutch, with a working knowledge of French. Adept at relationship building and the understanding of countries' characteristic business cultures. Have worked in the United States (30 extended assignments within six years), England, and nearly every European country. United States "green card" application process close to completion. Married to a United States citizen.

Areas of Ability

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| • Project Planning / Management | • Knowledge Management | • Global Information Exchange |
| • Multi-Project Development | • Computer Telephony Integration | • Global Systems Standardization |
| • Applications Design / Development | • Global Transport / Logistics | • EDI Message Standards |
| • Systems Implementation | • Branch Automation | • Call Center Management |
| • Global Operations | • Data Communication | • Intranet Development |
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Summary of Technology Expertise

Masters in Business Administration, Information Systems, 1996 • Bachelor of Science, Computer Science, 1991
Princeton University, Princeton, NJ, USA

Operating Systems – Windows 95 / 98 / NT/ XP, UNIX, (AT&T, Berkley & SCO), Message Handling Servers (IATA Protocol)

Web Technology – IIS, VBScript, HTML, ASP, DHTML, CCS, JavaScript, ActiveX Development, ISAPI, PWS, FrontPage, Image Composer, and Liquid Motion

Programming Languages – COBOL, UNIX sh/ksh, SQL, C/C++, Visual Basic 3.0/4.0/5.0/6.0, PowerBuilder, GUI (Graphical User Interface), HTML, Uniface, Microsoft Application Programming Interfaces (MAPI, API, TAPI & SDK), DAO, RDS, ADO, ODBC (Open Database Connectivity)

Database Environments – Sybase, Oracle, Microsoft SQL Server, Microsoft Access JET

Design Methods and Techniques – SDW, ISAC, IDEF, SDM, DSA, OO (Object Orientation), Erwin, Blues, RAD (Rapid Application Development), Client/Server Technology, Distributed Object Technology (OLE/DLL/DCOM)

Data and Telecommunications – Bridges/Routers, TCP/IP (Telnet/ftp), UUCP, ISDN, ACDs, Computer Telephony Integration, Data Switches, Voice Processing

Hardware – Apple Macintosh, PC's (i286/i386/i486/Pentium), NCR 4000/5000/9000/10000 (ITX), NCR 3000/3400/3600 (UNIX), HP 9000 (UNIX)

Applications – Microsoft Excel, Word, PowerPoint, Office, FrontPage, Outlook, Access; Internet Explorer; Microsoft Exchange and Outlook Forms; CorelDraw; and Visio

Recent Project Highlights

Knowledge Management

- Developed projects for *ExteBank's 64-branch, main system Global IT department* consisting of main aspects such as project management, tracking of internal costs, time registration, and order invoice / HR administration.
- Currently using project documentation and repository tools, such as SourceSafe, to *set up standards and guidelines for the integration and use of Microsoft Exchange Mail Services in a multi-developer environment, and Public Folder Structure with Intranet Services* to stimulate global communication between ExteBank's large internal research groups.
- Researched tools and languages, and developed standards and guidelines for the design and implementation of a company wide Intranet to provide ExteBank with a new way to bring globally gathered information directly to the research departments. Set up a suite of frameworks to jumpstart the development and implementation of departmental sub-Intranets.
- *Implemented document management systems using Exchange Client Server Technology* for several ExteBank global research groups. This system is now used on a global scale throughout the bank.

Management Information Systems

- *Reengineered Global IT time registration and project management systems* using the e-mail client as a communication layer, allowing end users and team leaders anywhere on the ExteBank's Global Network to fill in and verify time sheets according to a complex project / task structure. Information is downloaded to a database using Crystal Reports as a tool to disseminate project information in various formats.
- *Developed new tracking methods for extensive Global IT department travel costs* that resulted in large dollar reductions through procurement of airline and hotel chain discounts that became available as a result of concrete information on travel costs / volumes. In addition, all travel costs are now allocated to the proper projects.
- *Redesigned the order / invoice and human resource administration for the Global IT Management Information Department* using Rapid Application Development and Object Oriented design methodology. Designed and built class libraries and several OLE servers to give fast, flexible, and accurate insight into global financial status and resource availability.

Computer Telephony Integration

- *Implemented a Call Center Solutions scripting tool for the Dutch Governmental Tax Service.* Developed this customized product as an emergency, interim solution to answer questions regarding a new road tax law involving six million drivers.
- *Provided expertise on Object Oriented Design Methodology* to Dente, a Dutch telecom supplier. Team leader for *Call Center Management Information System projects* to supply tools for call statistics and real-time queries. Evaluated various companies for their ability to provide large-scale billing services for calling card applications.

International Transport and Logistics

- *Saved S. Schwedrdel, the world's largest fresh flower distributor, over \$200,000 annually* through the elimination of brokers formerly necessary for the production of import / export documents. Designed and implemented an efficient import / export invoicing and order system that determines order status and weight of every box of flowers on over 100 trucks leaving daily, signals when truck is processed, produces all necessary perishable goods export documentation, and automatically stores information for Customs and the Central Bureau of Statistics.
- *Designed inventory based "local-standards" order entry / invoicing systems* for several European and United States branches of S. Schwedrdel. Selected hardware, operating system, and developing language. Negotiated contracts with vendors, handled implementation and continuity. Conducted extensive end user and system administrator training.
- *Saved Schwedrdel at least \$100,000 per year on personnel, and third party shipping and handling costs* by the development of several ground breaking IT projects involving electronic information transfer (EDI). Partnered with the Dutch government for increased flexibility in the import of perishable goods from non-European markets. System is still being used as a reference for other Dutch companies.

Career Development

Trans-Euro Consultants, Loudekerk, The Netherlands

1996 to present

Owner and Principal Consultant to these representative clients and industries:

ExteBank International — a triple A status global bank currently expanding into investment banking with total assets of over \$10.5 billion; 3,500 employees; and 90 branches in over 30 countries.

- Streamlined global communications and improved information sharing using all available information technology.
- Currently designing and developing project management information software and procedures for ExteBank Global IT.

LOD Finance — a large international ICT consulting firm serving clients such as ExteBank International. LOD is listed in the London and Amsterdam stock exchanges, had a 1998 turnover of \$600 million, and operates in the United Kingdom, Germany, Belgium, France, and The Netherlands.

- Work with Global IT, Global Service Management, Human Resources, and Global Research departments.
- Provide direction on technical, functional, and organizational issues for Management Support, Project Management, Global Product and Service standardization, and Global ITIL implementations. Handle new project acquisition.
- Consulting Project Manager and onsite supervisor of five programmers and three database administrators.

Dente International — a solutions provider for the telecommunications industry and call center market. Dente was established in 1988 as part of the Regent Group.

- Served as Senior Systems Analyst for various client projects.
- Implemented scripting in the Dutch Governmental Tax Service.

JKJ Telecom — an international telecommunications corporation (formerly known as RSS Telecom) with revenues of \$1.7 billion. Currently ranked eighth in the European telecommunications sector and listed on the New York and Amsterdam stock exchanges.

- Acted as Senior Systems Analyst / Developer.
- Designed and developed pricing and configuration tools for the Dutch RSS Telecom.

S. Schwedrdel and Company, The Netherlands

1986 to 1989

Senior Systems Analyst / In-House Development

The world's largest flower exporter, with 15 worldwide branches, \$259 million turnover, and 600+ employees.

- Directed day to day operations of information systems for worldwide branches.
- Managed company-wide information exchange using telex, fax, e-mail, and EDI.
- Automated the invoice, transport documentation, and export documentation departments.
- Handled several groundbreaking EDI projects in conjunction with the Dutch government.
- Established four satellite branches in Spain and the US.

Education

Princeton University, Princeton, NJ, US

- Masters in Business Information Systems, 1995
- Bachelors in Computer Science, 1993

Institute of Computer Science, The Netherlands

- Computer Science Degree, 1989