

General information



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Profile

Program manager who implements business and IT transformations result driven - based on the set priorities - together with the team and organisation. Based on the business context Robrecht uses a mix of DevOps, Agile Services and Lean Services way-or working (tactical and operational level) depending on the business need. Robrecht has completed Engineering (Ing./BSc.) and General Management (Drs./MSc.) and worked as Manager in the OE practice of PwC and KPMG. Thereafter Robrecht became Director and MT-member in the advisory practice of Aon. Since 2008 he is independent Interim Manager and Consultant.

Recent interim assignments

- Program management IT and process harmonisation team 25 fte (Woonkwartier, 2019)
- Program management 2 teams: Robotics and Continuous improvement (Robidus, 2018)
- Business Process Management harmonisation and improvement HR processes KPN (Raet, 2018)
- Process improvement and change management team Woonomgeving (Thuisvester, 2018)
- Sparring partner of CEO during board meetings and in the budget round 2018 (BumaStemra, 2017)
- Process improvement Gebruikers and Rechthebbenden (BumaStemra, 2017)
- Interim EMEA manager customer engagement and delivery (MuleSoft, 2017)
- Chain manager Cost Control HVJ and Enterprise Ordering & Billing (Vodafone, 2016)
- Program manager / Change manager process harmonisation team Woonomgeving and Wonen at the offices in Oosterhout, Rucphen and Zundert (Thuisvester, 2016)
- Program manager / Change manager ERP roll out Holding including 14 subsidiaries,
- Program manager / Change manager CRM roll out (Royal IHC 2014, 2015 and 2016)
- Program manager / Change manager ERP (Thuisvester, 2014 and 2015)
- Strategy advisor and Change (Achmea, 2013 and 2014)
- Business architect Dual Run & Migration, Business architect and Change management confidential project, Business architect VSDM, Business architect M2M (Vodafone 2012 and 2013)





Expertise

- DevOps, PI, SI and governance: developing & solving bottlenecks in processes and systems.
- Chain management: improvement co-operation between departments.
- Counterpart of the board and line management; analytic integral insight and managing the change.
- Lean Six Sigma Blackbelt (e.g. operational excellence, customer excellence and customer journey)
- Affiliated to Universiteit Nyenrode with as specialisation Lean and Agile Services (part-time PhD).
- Organisational involvement to benefit of the existing company knowledge and increase the buy-in.

Education

2013 – 2013	Lean Six Sigma Blackbelt, UNC Plusdelta.
2001 – 2003	Financial law, Erasmus Universiteit, Rotterdam Propaedeutics completed, certificates of the doctoral phase.
1998 – 1999	MSc. / Drs. General Management, Universiteit Nyenrode, Breukelen Completed thesis 8.
1994 – 1998	BSc. / Ing. Engineering, Hoger Technisch Onderwijs, Zwolle Completed thesis 9.

Work experience

01/08/'08 -	Interim Program manager (IT & change)	
Organisation	Postmerger, Utrecht	
Description	Independent interim manager change manager and consultant. Specialised in e.g. DevOps, robotics (RPA), IT (SI, APIs, CRM, ERP), business architecture, chain management and governance. Certified Lean Six Sigma Blackbelt and affiliated to Universiteit Nyenrode with as specialisation Lean Agile Services (part-time PhD).	
15/03/'07 - 01/08/'08	Director / Program manager	
Organisation	Aon, Amsterdam	
Description	MT-member Responsible for business integration programs, transition programs, operational and customer excellence, lean and agile projects..	
01/04/'06 - 15/03/'07	Manager Operational Excellence	
Organisation	KPMG Business Advisory Services, Amstelveen	
Description	Project manager, specialised in program management, improvement programs, M&A, lean, cost reduction programs and governance.	
01/02/'00 - 01/04/'06	Manager Operational Excellence	
Organisation	PricewaterhouseCoopers, Amsterdam (Manager since 2004)	
Description	Specialised in program management, operational excellence, M&A, lean, cost reduction programs and as second role knowledge manager of the PwC team.	