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## Profile

Maarten has been working in IT business since 2000. During the years he accomplished several assignments at different sections of specialty. Maarten is capable of getting to the essence of the problem using his quick learning skills and process view. He can realize practical & detailed solutions in projects and feels highly responsible for project outcomes. Using his communications skills to accomplish company goals.

Maarten has a creative and practical attitude. He can be described as an enthusiastic team player who functions excellent independently and in team link. His motivating attitude makes it possible to take others along with him. He performed in international and multi-vendor environments. And has experience in outsourcing- and off shoring accounts.

He has a degree in informatics and is a certified ITIL Service Manager, Scrum Master and Prince2 Project Manager. He has given training to other colleagues and is eager to teach about process-, project- and service management.

## Career Summary

Jan 2014	-	Present	Project Manager / Integrator	ABN Amro
Jul 2011	-	Dec 2013	Technical Solution Manager / Project Manager	IBM
Aug 2007	-	Jun 2011	Project Manager / Service Manager	HP/EDS
Mei 2006	-	Jul 2007	Service Manager	ABN Amro
Jul. 2005	-	Mei 2006	Project Manager / Service Manager	LogicaCMG
Oct 2000	-	Jun 2005	Support Engineer / Service Support / Project leader	Centric
Aug 2002	-	Jun 2004	HEAO Bedrijfskundige Informatica (Part-time)	Inholland
Sep 1997	-	Sep 2000	Sales manager	Ahold
Aug 1992	-	Jul 1996	HBO PABO (primary school teacher)	HvA
Aug 1987	-	Jul 1992	Havo	Spinoza

## Diploma's / certificates

Aug 2002	-	Jun 2004	Bachelor Informatics
Jul 2014	-	Aug 2014	Scrum Master
Sep 2010	-	Okt 2010	ITIL Service Manager v3 Expert
Sep 2005	-	Jan 2006	ITIL Service Manager v2
Feb 2005	-	Mar 2005	ITIL Practitioner Incident Management & Service Desk
Aug 2004	-	Sep 2004	ITIL Practitioner Configuration Management
Jan 2000	-	Jun 2002	ITIL Foundation
Mar 2009	-	Jun 2009	Consultant / Manager IT Service Management according to ISO/IEC 20000
Jan 2006	-	Feb 2006	Microsoft Operation Framework (MOF)
Aug 2005	-	Sep 2005	Application Service Library Foundation (ASL)
Dec 2006	-	Apr 2007	IPMA level D
Nov 2006	-	Jan 2007	Prince2 Practitioner
Jan 2000	-	Jun 2002	Prince2 Foundation
Sep 2002	-	Oct 2002	Microsoft Office User Specialist Outlook 2000
Jan 2004	-	Apr 2004	Microsoft Certified System Administrator Windows 2000
Aug 2003	-	Dec 2003	Citrix Certified Administrator MetaFrame XP
Oct 2004	-	Dec 2004	Cisco Certified Network Associate
Jan 2002	-	Apr 2002	Centric ICT Beheer Teamleader & Planner

## Expertise

Hardware	Pc's, HP / SUN Servers , IBM-AS400, Cisco (hubs, switches, routers) & 3COM.
Operating systems	Microsoft clients, Microsoft server, Exchange Server, Azure Cloud services, ACS/AWS Unix, Linux, VMWare, XEN/KVM and Cisco IOS
Software	IBM Netview, Cisco Works, Microsoft Office, Microsoft Project, Access & Visio, Rightfax, SAP, Siebel, Business Object, Oracle, Websphere, Wallstreet, Collateral Mgt, Murex Enigma
Methodologies	RUP, DSDM,SDLC, CMM(i), Six Sigma, MOF, ASL, BISL, ITIL, Agile/Scrum & Prince2

## Experience

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Dec 2013 - Present

ABN Amro Bank

### Different assignments within the ABN Amro account

#### Project Manager:

Managing different projects for ABN Amro in a client facing role in the Markets Area. Project migration of Bloomberg Gateway, Pip Sophis, Murex Enigma, Quantive Analysis, Sungard Analytics Studio, Reuters Marketview & Dealtracker. Managing a project team of 40 colleagues containing PMO, Project leaders, Architects, Service Managers, SME's and Engineers. Project moved from Prince2 to Agile scrum method.

#### Responsibilities:

- Budget €18 Million;
- 40 FTE Project team;
- Managing multi-vendor teams of TCS, InfoSys, IBM, Microsoft, Cognizant & Sogeti/Cap.

#### Results:

- Project delivered within time, budget and scope;
- Full client engagement, proven business functionality improvements;
- Infrastructure savings, 38000 users migrated, simplicity of ICT environment;
- IBM Contractual incentive achieved of €60 Million;
- On premise dedicated cloud solution;
- Reversed engineered legacy applications.

**References: Wilfred van Dongen**

**Function: Programme Manager**

**Telephone number: +316 57336476**

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Jul 2011 – Dec 2013

IBM SOD EMEA

### Different assignments

#### Project Manager:

Managing different IBM projects for ABN Amro in a client facing role in the Markets, Middoffice. Prepare project procedures and deliver management report system according to the projects plans. Providing management information to customer and interfacing with and managing of third parties like Infosys, TCS and Cognizant in the Lead Supplier role. PMBOK used as project management method and ITIL based service management environment.

#### Technical Solution Manager (Engagement):

Responsible for Sales Offers towards ABN Amro for Legacy Systems. Creating Request for Proposals within different Infrastructure Areas. Setting up integration competency center / center of excellence. Lead and support enterprise integration projects with the coordination of subject matter experts. SME's gathered for data, system and process projects for the ABN Amro account.

**References: Gjal-Hermen Hoekstra**

**Function: DCO Manager**

**Telephone number: +316 2249 5314**

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Nov 2007 – Jun 2011

HP/EDS EMEA NORTH

### Different assignments

#### Project Manager:

Managing different HP/EDS projects for ABN Amro and RBS in a client facing role in the Markets, Middoffice and Client Services portfolio. Creating project briefs and schedules according to HP/EDS methodology. Prepare project procedures and deliver management report system according to the projects plans. Providing management information to customer and interfacing with and managing of third parties like Infosys, Cognizant and Emphasis.

Projects include infrastructure and application development components like implementing IBM MQ servers, Websphere Application Servers, Oracle 10G databases, installation and configuration of Linux and Windows environments. In the Client Services portfolio projects were delivered as setting up virtual servers (VMWare and XEN), deployments and acceptance of New Portal Framework releases and arranging acceptance of maintenance parties for HP/EDS offshore locations in India. Delivering infrastructure and Software implementation of Siebel 8, Collateral Management, Rightfax, Wallstreet with Business Objects and Enigma.

Projects also included acceptance of Third Party Vendors in the Service Delivery model of HP/EDS and ABN Amro in the role of Implementation Coordinator.

**Service Management:**

Responsible for setting up a Project Services department within the ABN Amro part of the HP account. Creating, designing and implementing with relevant stakeholders of resource capacity and Acceptance Procedures for Hosting and Technical Application Support capabilities. Including reporting engine for the Voice of the Project Services process.

Changing the Add On Process to a pragmatic Project Intake without losing the focus on Project Delivery, Stakeholders involvement / approvals and Quality Assurance .

**Responsibilities:**

- Operational Project Management Engagement and governance;
- Test management (FAT, BAT, Unit, Load-Stress and Regression Tests) using HP Quality Centre;
- Change and Release Management Portfolio owner as an Implementation Coordinator;
- Resource Management process owner;
- Acceptation from project – to support organization both functional and technical.

**Results:**

- Delivered projects within time, budget and planning. Project fully accepted by Client and Vendor Support organizations;
- Prince2 used as project management method and ITIL based service management environment.

**References: Marcel Ravesteijn**

**Function: Program Manager**

**Telephone number: +316 53122372**

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**Older career highlights**


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Aug 2007	-	Oct 2004	Service Manager at NYSE Euronext
May 2006	-	Aus 2007	Change & Stakeholder Manager at ABN Amro Bank
Jul 2005	-	Apr 2006	Service Manager at UWV C-ICT
Jul 2004	-	Jun 2005	Project Leader at ING Bank
Apr 2004	-	Jun 2004	Project Leader at ABN Amro Bank
Dec 2002	-	Mar 2004	Change & Configuration Manager at Centric ICT Services
Dec 2001	-	Dec 2002	Consultant at Akzo Nobel Chemicals
Aug 2000	-	Nov 2001	Support Engineer at Maxeda
Sep 1997	-	Sep 2000	Sales Manager at Ahold

**Languages**


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<i>Language</i>	<i>Verbal</i>	<i>Written</i>
Dutch	Native	Native
English	Good	Good
German	Good	Moderate

**Hobbies**

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- Playing music (DJ) & Creating music with Ableton Live
  - Webdesign with Wordpress & Joomla
  - Photographing urban locations (hdr)