

# HANS HEIJNEN

## Senior Change & IT manager

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## EXPERIENCE

### Senior Change & IT manager



#### Enhansment

- 01/2012 - Present Delfgauw, Netherlands
- Self-employed - change manager/ IT manager/ chief product owner
  - Assignments for a/o Stater, ABN AMRO, Nationale Hypotheekgarantie (NHG) and cegeka-dsa
  - Currently working as a chief product owner (CPO) a.i. for FMO

### Manager Project Delivery



#### NIBC Bank

- 2005 - 2012 The Hague, Netherlands
- People management
  - Project management
  - Portfolio management

### Operations manager



#### Tam Tam

- 2002 - 2005 Delft, Netherlands
- People management
  - Operations management
  - Project management

### Project and account manager



#### Lost Boys Business Solutions

- 2000 - 2002 Amsterdam, Netherlands
- Project management
  - Account management

### Project manager



#### Unilever

- 1998 - 2000 Rotterdam, Netherlands
- Project management
  - Innovation management

### Process Engineer



#### Akzo Nobel Chemical

- 1994 - 1998 Rotterdam, Netherlands
- Process optimization
  - Project management

### Intelligence Officer



#### Air Mobile Brigade

- 1992 - 1993 Schaarsbergen, Netherlands
- Military intelligence
  - Communication

## SUMMARY

Hans Heijnen is an experienced manager change & IT with in-depth experience in financial services. He has led as an interim manager many agile teams in dynamic (SAFe) environments and has managed many complex projects and programs. He makes the difference as a manager with his inspiring leadership skills and by bridging the gap between business and IT. With his openness, involvement, and humor he creates a safe and inspiring environment where his teams and colleagues can flourish. Hans has more than 30 years of working experience. His ambition is to use this experience and his leadership skills in the near future in a senior manager role.

## CERTIFICATION

### Scrum.org

Professional Scrum Master, Professional Scrum Product Owner, Professional Agile Leadership

### Scaled Agile

SAFe (Scaled Agile Framework)

### Prince 2

Practitioner, Foundation

## TRAINING / COURSES

### Rotterdam School of Management (RSM)

Advanced Management and Leadership Program

### De Baak

De Baak Leadership Program

## LANGUAGES

### Dutch

Native



### English

Proficient



### German

Intermediate



## EXPERIENCE

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### Senior Change & IT Manager

#### Enhancement

📅 01/2012 📍 Netherlands

- Worked for various clients in the field of IT and change in business services
- Currently serves as Chief Product Owner (CPO) a.i. for the BIRD domain at FMO, responsible for all Business Intelligence, Reporting and Data. He manages five agile teams responsible for data warehouse, reporting and Finance applications.
- Worked as a strategic policy advisor for Nationale Hypotheekgarantie (NHG) in 2023. His main focus was improving financing possibilities for sustainability measurements and policy on climate risks.
- Fulfilled the role of interim manager IT Retail (35 FTE) for NIBC in 2022, shifting teams from application teams to product teams, improving business-IT alignment
- Served as Chief Product Owner at Stater for two years, overseeing the Digitization domain (13 teams, 130 FTE, € 10-15M in customer projects per year) and the DIGI program (€ 5-10M per year). Responsible for development and management of all portals and APIs at Stater, while developing a new Target Operating Model that focuses on product vision and agile working
- Managed project managers (10 FTE) and project portfolio (€ 5M per year) for cegeka-dsa as an interim manager in 2019, participating in steering groups for ERP implementations
- Led the Hyppo program for the CMIS group in 2018, delivering a new integrated servicing street, a new data warehouse (Power BI) and new network architecture (Azure, Office 365)
- Worked as a product manager and agile coach at the National Mortgage Guarantee (NHG) between 2016 and 2018
- Completed the penalty interest task force for ABN AMRO as program manager in 2016, compensating over 10,000 customers in a brief period. Realized the interest change process online and STP for all ABN AMRO labels as part of the Interest change program.
- Led the SEPA program for cegeka-dsa in 2013/2014, achieving compliance for over 40 housing associations within 6 months
- Managed the realization of a new front office application for ABN AMRO mortgage advisors in 2012

## EDUCATION

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M. Eng

#### University of Technology Delft

📅 09/1986 - 12/1992 📍 Delft

- Faculty of Chemical Engineering

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#### Grammar School (A-levels)

#### Christelijk Lyceum Zeist

📅 09/1980 - 06/1986 📍 Zeist, Netherlands

- gymnasium B

## SKILLS

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Agile Business Intelligence

Change Management

Chief Product Owner ERP Software

IT management People Management

Portfolio Management Prince 2

Program Management

Project Management SAFe

Scrum Servant Leadership

Software Development

## PASSIONS

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Cycling

Soccer

Photography

Sailing