



RUDOLF DIJKSTRA

AGILE COACH / SCRUM MASTER /
SAFE CONSULTANT



Vcard

PROFILE

Highly motivated and self-starting Agile Coach, Scrum master and SAFe trainer with more than fifteen years of Scrum and Agile experience.

My track record shows that I perform excellent under pressure, know how to motivate people and keep an eye on the end-result, the people and the environment I operate in.

I am strong in designing and implementing workable processes where I mainly steer on output.

People describe me as an open person who is caring towards his people and knows how to motivate them.

CAREER OVERVIEW

| Period | Role | Company |
|-------------------|--------------------------------------|-----------------------|
| 12-2023 - Today | Agile Coach / Scrum Master | Univé |
| 04-2022 - 12-2023 | Agile Coach / Scrum Master | Van Wijnen Components |
| 10-2021 - 04-2022 | Agile Coach / Scrum Master | Alliander |
| 06-2021 - 10-2022 | Agile Coach / Scrum Master | Saab Technologies |
| 06-2019 - 06-2021 | Scrum Master / Manager Customer team | Vancis |
| 02-2014 - 06-2019 | Agile-coach / Release Manager | Active Video |
| 01-2013 - 02-2014 | Sabbatical | |
| 05-2011 - 01-2013 | Agile-coach / Scrum Manager | Asset Control |
| 06-2010 - 05-2011 | Incident- en Problem Manager | ING Securities |
| 06-2009 - 06-2010 | Project- en Release Manager | Lacent |
| 08-2007 - 06-2009 | Project Manager | Friesland Bank |
| 10-2006 - 08-2007 | Scrum Master / Project Manager | Getronics |

EDUCATIONAL OVERVIEW

| Course / Education | Institute |
|---|----------------------------|
| Professional Scrum Master (PSM II) | Scrum.org |
| Professional Scrum Product Owner (PSPO II) | Scrum.org |
| OKR Practitioner | OKR Institute |
| SAFe Practice Consultant (SPC) | Scaled Agile Inc. |
| SAFe Release Train Engineer (RTE) | Scaled Agile Inc. |
| SAFe Advanced Scrum Master (SASM) | Scaled Agile Inc. |
| SAFe Scrum Master (SSM) | Scaled Agile Inc. |
| SAFe Agile leader (SA) | Scaled Agile Inc. |
| SAFe Lean Portfolio Manager (LPM) | Scaled Agile Inc. |
| SAFe Product Owner / Product Manager (POPM) | Scaled Agile Inc. |
| SAFe Agile Product Manager (APM) | Scaled Agile Inc. |
| SAFe Practitioner (SP) | Scaled Agile Inc. |
| Agile Champion | Xebia |
| Neuro Linguistic Programming | Academie voor Psychologica |
| Prince II Practitioner | ICM |
| Ipma-D Projectmanagement | GPR |
| Projectleiding 1 | Capgemini |
| Prince II Foundation | 4PSO |
| HEAO Business IT and Management (HBO) | Hanzehogeschool |
| Microsoft Certified System Engineer | Microsoft |
| Mederwerker Beheer Informatiesystemen (MBO) | Friesland College |

MY EXPERTISE

- Scrum Master
- SAFe
- SAFe trainingen
- Agile-coaching
- Agile transitions
- Transforming management teams into agile management teams
- Agile planning
- Agile process design and setup
- Teambuilding
- People management
- Multicultural teams

MY CONTACT DETAILS

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MY PERSONAL TOOLBOX

- SAFe
- Agile
- Scrum
- Kanban
- User Story Mapping
- Obeya rooms
- DSDM
- Prince 2
- ITIL
- Jira
- MS DevOps
- Confluence
- Zephyr
- EazyBi
- Mindmapping
- Situational leadership
- NLP

CAREER DEVELOPMENT

December 2023 / Today- Agile Coach / Scrum Master

Univé insurances

Univé insurances strives for growth and strengthening the bond with its members through innovation, such as implementing an omnichannel approach and an AI-driven interactive Voice Response System. I guide the Product Owners within the Workplace and Infrastructure department towards a scalable SAFe agile environment and help them implement and formulate clear OKRs that contribute to the business goals.

In addition, I coach two scrum teams to work more effectively within the SAFe framework and focus their efforts on achieving the established OKRs. My contribution helps Univé to become more agile and to make its IT infrastructure suitable for the necessary innovations, allowing Univé to exceed the expectations of its members.

Accomplished successes: (until now)

- Trained Product Owners, Scrum Masters and managers in Scrum and SAFe
- Focus, direction and measurability of progress improved by introducing OKRs.
- Organized the Agile teams around value streams.

April 2022 / December 2023 - Agile Coach / Scrum Master

Van Wijnen Components

Van Wijnen Components is building a state-of-the-art factory to build homes in a factory-based manner and design them in a fully automated manner. This should not only lead to the faster delivery of more and better homes, but also to a CO2 reduction of 30% and nitrogen-neutral construction.

For this project I supervise several teams that design building elements and convert them into logical rules that can be automated. How do you do scrum in teams that are not involved in classic software development? How do you deal with developments where the end goal is not yet completely clear? How do you unite people from completely different disciplines in a team without this team becoming too large to be able to Scrum properly? These and many more are the challenges we face.

Accomplished successes:

- Trained and coached Product Owners en Scrum Masters/
- Trained managers in thinking in Minimum Viable products (MVPs)
- Splitted teams according to the "one product one team" principle
- Trained Product Owners to think in added value instead of added functionality.

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MIY BADGES



October 2021 / April 2022 - Agile Coach / Scrum Master Alliander

As an energy distributor with 5.8 million connections, Alliander faces enormous challenges. Consider, for example, rising energy prices, grid congestion and the energy transition. To meet all these challenges, Alliander must do approximately 30 years' worth of work in 10 years. To do this, Alliander has chosen to work completely agile.

I have taken on the responsibility of discovering with a number of finance teams how they can work agile. What suits a finance team best? Scrum, Kanban or lean. Or perhaps a hybrid form?

Accomplished successes:

- Transformed the mindset of the management team in Agile thinking
- Together with the teams and the management team assessed how to become more lean and developed a roadmap towards this goal.
- Assigned, educated and coached Product Owners.
- Assigned, educated and coached Scrum Masters.
- Implemented the Scrum process and Scrum events.
- Educated and coached the teams Scrum

June 2021 / September 2023 - Agile Coach Saab Technologies

Saab Technologies makes radar operating systems for airports such as Charles de Gaulle and seaports such as Rotterdam, where Radar, Transponder and camera images are combined into one integrated overview.

For this group of very technical people, I was asked to guide the Scrum Masters, Product Owners and management to truly agile working over a period of 3 to 4 months.

Questions we answered together include:

How do you create an Agile roadmap and how do you translate it into a concrete plan without going back to waterfall methods?

Which roles and functions do you need in a real Agile environment and which (classic) roles can be omitted?

How do you prevent your development from slowing down over time?

Accomplished successes:

- Trained Product Owners and Scrum Masters in Agile roadmaps and planning.
- Created more autonomy for the Scrum Teams.
- Created a plan together with the management team to restructure the software development department in an Agile way.
- Trained the Product Owners in thinking in added value instead of added functionality.

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MY HOBBIES

- Spending time with my family
- Running
- Gardening
- Traveling
- Reading
- Cooking

June 2019 / June 2021 - Scrum Master / Manager Customer Team Vancis C&MS

Vancis is a Managed Service Provider offering IaaS, NaaS and PaaS solutions to its customers.

As a Manager customer team I was fully accountable for the customers assigned to my team. This means that my team and I are responsible for executing and managing different projects and for the daily operation of the customer's environment.

Accomplished successes:

- Rebooted a large and difficult customer migration project.
- Successfully executed several customer migration and onboarding projects.
- Enabled customers to track and monitor their projects in real-time by implementing an entirely new Jira environment.
- Enabled customers to access their documentation online by implementing an entirely new Confluence environment.
- Hugely Increased insight into project progress, project deviations and employee occupation to senior management by implementing EazyBI and configuring several dashboards with real-time project information.

February 2014 / June 2019 - Agile Coach / Release Manager Activevideo

Due to very rapid growth of the company it became necessary for the development department to create more structure and better development and delivery processes. As Agile Coach I guided both management and employees in agile principles and an agile mindset.

Accomplished successes:

- Boosted the performance of the development team significantly by transforming a waterfall organization into an agile organization.
- Brought development and documentation in control by implementing Jira and Confluence and designing processes.
- Improved the overall quality of the end product, reduced test time, and made testcases and test results continuously available and repeatable by optimizing test processes and implementing Zephyr.
- Reduced time to market of new features and patches by implementing adequate release management and a CI/CD pipeline.
- Satisfied customers and stakeholders over and over again by managing more than sixty successful releases.

January 2013 / February 2014 - Sabbatical

After working for 16 years in IT I decided to take some time to do something totally different and renovated my house. Creating my own space and while busy building, do some honest soul-searching, What are my strengths and weaknesses, what do I do best and what motivates me.

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MY FAVORITE QUOTES

- "To improve is to change; to be perfect is to change often."
(W. Churchill)
- "The things that make me different are the things that make me."
(A.A. Milne)
- "In the middle of difficulty lies opportunity."
(A. Einstein)
- "Imagination is more important than knowledge"
(A. Einstein)

May 2011 / januari 2013 - Agile Coach / Scrum Manager Asset Control

At Asset Control the term "Scrum manager" is being used for the combined role of agile coach and Line Manager. As "Scrum manager" I simultaneously led three Scrum teams.

In this role I was responsible for the planning, developing and releasing of extremely high-quality data management software and for transforming the development department into an agile organization.

Accomplished successes:

- Boosted morale and doubled velocity of my teams by implementing Scrum and coaching the teams and the individual team members.
- Brought planning, development and releases in control by implementing and configuring Jira and Confluence.
- Satisfied customers and stakeholders by managing more than 12 successful releases.
- Reduced time to market of new features and patches implementing a CI/DC pipeline with Jenkins and GitLab.

July 2010 / may 2011 Incident- en Problem Manager / Teamlead ING Securities

Due to the introduction of a new securities' management suite (EuroPort / EuroFront) and the migration of ± 400,000 customers to this suite ING created a new maintenance department. For this department I implemented the (ITIL) Incident and problem management process and led the team on an interim basis.

Accomplished successes:

- Cleaned up a backlog of more than a thousand incidents and brought this back to a daily workload of about twenty incidents a day.
- Significantly decreased resolution time and boosted morale by implementing ITIL based Incident- and Problem management.

June 2009 / july 2010 - Project Manager Lacent B.V

Lacent B.V. is the credit provider of a big internet retailer called Wehkamp.nl As a projectmanager I successfully managed several projects for Lacent.

Accomplished successes:

- Improved software delivery by Implementing and describing the release management process.
- Improved the security and workability of the primary customer information systems by implementing Identity and Access Management (IAM).
- Reduced the risk of non-recoverable credits by implementing an entirely new product for voluntary debt restructuring.

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