CV - Michael W. van der Wilden

Subject

**Curriculum Vitae**

Date

Version

October 2012

v1.7

**Organizations / Functions:**

* February 2012 – October 2012: Sandvik Sweden – Functional Lead PeopleSoft HCM
* January 2012 – now: Oracle the Netherlands – Fusion Applications (HCM/CRM) & PeopleSoft HCM Trainer Oracle University
* June 2011 – now: Partnering with Lensen Beheer BV – Oracle Fusion Applications (HCM and CRM)
* November 2009 – now: H2A consultancy BV (Self-Employed) - Business Analyst - HCM/CRM Consultant
* June 2011 – December 2011: Oracle the Netherlands - preSales HCM consultant
* September 2010 – May 2011: Accenture Technology Solutions BV – Principal Consultant
* April 2007 - November 2009: Oracle Nederland BV - Strategic Account Manager
* May 2005 - April 2007: Oracle Nederland BV - Sr. Principal Consultant
* January 2001 - May 2005: PeopleSoft Nederland BV - Sr. Principal Consultant
* October 1997 - December 2000: Sennac Interim Resultaat BV - Sr. Business Consultant
* December 1996 - October 1997: Axxent Information Services BVBA (B) - IT Consultant

Profile

* Certified Human Capital Management (Fusion Applications HCM, PeopleSoft HCM)
* Certified Customer Relationship Management (Fusion Applications CRM, PeopleSoft CRM)
* Oracle Fusion Applications, Fusion Middleware
* PeopleSoft
* Consultancy (HCM/CRM, ICT, Architecture)
* Trainer (Trainings & Seminars)
* Business Analyses
* Business Development
* Assessments
* Organization-, Process- and Solution design
* Business Cases and ROI's
* Advising on Change Management
* Implementing, testing and deployment
* Organizing and facilitating workshops
* Experience in various business applications such as Fusion Applications, PeopleSoft, Oracle and Vantive CRM)
* Functional consultant with a very strong technical knowledge
* Completed training HBO (Higher Informatics Education in Breda / Etten-Leur)
* Proven sales experience in existing and new business
* Management experience
* Team leader / Project leader
* Experienced with customer and process escalations
* Result and customer focused, structured and driven. Besides high performance working (together) with customers and partners is very important to me
* Experienced with client / server, and web-hosted (SaaS) architectures / technologies
* Experienced with office automation
* Proactive and hunts for new opportunities
* Independent person and can work independently
* Ambition for growth
* Strong commitment to achieve goals
* Always eager to learn new skills and technologies
* Excellent written and oral communication skills
* Speaks fluent English and Dutch
* Living in Noord-Brabant (approximately 30 minutes from Utrecht)

Experiences as a Consultant

* Fusion Applications v1 – RUP3 (HCM, CRM)
* PeopleSoft CRM 8.0-9.1
* PeopleSoft HCM 8.3-9.1
* Implementing, developing, integrating en testing of business applications
* Writing blueprints, Functional- and Technical designs
* To advise and guide customers in the area of sales/service processes and human capital management processes
* Business process (re-) design and prototyping
* Helping the customer to shape and transform strategic visions into concrete objectives and achievable business concepts
* Conducting end-user and key-user training
* Transfer new product knowledge to colleagues and/or partners by providing workshops/trainings
* Project leader; in addition, responsible for identifying and managing dependencies, monitor and manage the progress, scope, budget and risks
* Highly business and sales skills
* Recognize both operational, tactical and strategic aspects of HCM and CRM
* Initiating and managing HCM and CRM projects/upgrades
* Creating business cases and calculating ROI's
* Advising on change management and implementation of HCM and CRM
* Advising and consulting on ICT, HCM and CRM packages selections and systems, purchase of HCM and CRM software, market and future developments in the market
* Advising Management on organizational, personnel and financial implications

Primary focus on:

* Industry: Public Sector & Healthcare, Government, ICT
* Products: PeopleSoft HCM and CRM, Fusion Applications HCM and CRM
* Services: Consulting services and training

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| Date | Role | Competencies | Project / Customer description |
| October 2012 – Now | Fusion Applications CRM Lead Consultant | Fusion Applications CRM Cloud – Sales & Marketing | Cadran Consultancy, Hoevelaken, the NetherlandsAnalyse, Design, Configuration, Test of CRM Cloud implementation |
| February 2012 – Now | PeopleSoft CRM Lead Consultant | PeopleSoft CRM 9.1 – HR Helpdesk | Project HR Helpdesk – FirstData, Omaha (Nebraska), USAInitial launch for North America; including integration Genesis CTI |
| January 2012 – Now | Fusion Applications Trainer | Fusion Applications HCM and CRM, HCM Global Core, Talent Management, CRM SaaS, Security Fundamentals, Extend CRM with Composers, HCM Overview, CRM Overview | Oracle University, Benelux |
| Oktober 2011 – Now | PeopleSoft HCM Trainer | PeopleSoft HCM 9.1 – Core, Absence Mgt, ePerformance, Talent Management | Oracle University, Benelux; e.g. Ministry of Defense Belgium; Colruyt Belgium, Axa France, and others |
| February 2012 – October 2012 | Functional Lead PeopleSoft HCM | PeopleSoft HCM 9.1 – Profile Management | Program ‘Connect’ – Project Profile Manager, Sandvik, Sweden |
| June 2011 – December 2011 | preSales HCM Consultant | Fusion Applications (HCM/CRM),PeopleSoft HCM 9.1 | Oracle, the Netherlands. Work as part of the presales team on specific sales opportunities to increase the PeopleSoft HCM applications solutions market share in the Benelux.  |
| June 2011 – Now | Fusion Application Trainer / Functional Consultant | Fusion Applications (HCM, CRM), Fusion Middleware components (IDM, OAM, OID, OVD), Linux | Partnering with Lensen Beheer BV in delivering Oracle’s Fusion Applications. Services like: Consulting, Advising, Training, Maintenance, etc. |
| January 2011 – May 2011 | HCM Upgrade Lead, SME HR Helpdesk and Portal | PeopleSoft HCM 9.1, PeopleSoft CRM 9.1 and PeopleSoft Enterprise Portal | Project: PeopleSoft upgrade, part of the E2E Next Program; Technology TransformationSME: HR helpdesk and Enterprise Portal |
| November 2010 – May 2011 | Principal Consultant | Business Development - Oracle Fusion Applications (Fusion Middleware) | Setting up a taskforce for Accenture regards to become ready for Oracle’s Fusion Applications. Accenture NL and Oracle NL, Ramp up program as Diamond partner |
| Oktober 2010 – May 2011 | Principal Consultant | Business Development SaaS/Cloud HR Lite | Accenture internally |
| September 2010 – December 2010 | Test Manager | PeopleSoft HRMS 8.9, Tasper | NUON, Benefit Budget system in combination with PeopleSoft HRM 8.9 |
| June 2010 | Functional PeopleSoft CRM | PeopleSoft CRM 9.1 | Oracle Israel (Netvision, Mamram), workshops delta CRM 8.8/9.1 |
| May 2010 – June 2010 | Functional Lead PeopleSoft HCM | PeopleSoft HCM 9.0, Global Payroll, Tax upgrades | Daimler Germany, HRIS Assessment, workshop update environments |
| February 2010 – May 2010 | Functional Lead PeopleSoft CRM | PeopleSoft CRM, Support/Online Support/Marketing, Performance Assessment | Toll-collect Germany (T-Systems), through Oracle Germany, PeopleSoft Performance Assessment |
| November 2009 | PeopleSoft HCM 9.0 trainer | PeopleSoft HCM 9.0 | Oracle Belgium, via GraystonRecruitment |
| April 2007 - Oktober 2009 | Strategic Account Manager | Selling Consulting Services and projects | Oracle The Netherlands (Government, Education, etc.) |
| June 2005 – April 2007  | Functional Lead Consultant (Trusted Advisor) | PeopleSoft 8.9 CRM incl. HR Helpdesk, HRMS 8.9 | Dutch Government (Ministry of Defense) |
| April 2005 – June 2005 | Functional Lead Consultant | PeopleSoft 8.9 CRM incl. HR Helpdesk, HRMS 8.9 | Dutch Government (Royal Navy) |
| March 2005 | Functional Consultant | PeopleSoft 8.4/8.9 CRM, CRM Foundation Class | Dutch Banking Industry (ABN-AMRO) |
| February 2005 - March 2005 | Functional Consultant | PeopleSoft 8.9 CRM, Marketing Campaign Management | German Magazine subscriptions (Burda Ciscom) |
| November 2004 – February 2005 | Functional Lead Consultant | PeopleSoft 8.8 CRM, HR Helpdesk/Self Service, HRMS | Dutch Banking Industry (ING) |
| October 2004 | Functional Lead Consultant | PeopleSoft 8.8 CRM, Order Management | Dutch Broadband Supplier for ISP’s (BBNed) |
| April 2004 - October 2004 | Functional Consultant | PeopleSoft 8.8 CRM Support | Belgian Software builder for Financial Institutions (Swift) |
| June 2004 | Functional Consultant | PeopleSoft 8.4 CRM, Self Service Implementation Personal Inbox | Dutch Banking Industry (ABN-AMRO) |
| November 2003 – March 2004 | Functional Lead Consultant | PeopleSoft 8.8 CRM, HR Helpdesk/Self Service/HR Portal Implementation | Dutch Telecom (KPN) |
| November 2003 | Functional Lead Consultant | PeopleSoft 8.8, Proof of Concept Support Implementation | UK Government Industry (DWP UK) |

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| Date | Role | Competencies | Project / Customer description |
| November 2003 | Functional Consultant | PeopleSoft 8.8 CRM, Marketing/Sales/Support | Dutch Accountancy (BDO) |
| November 2003 | Functional Lead Consultant | PeopleSoft 8.8, Sales Implementation | Dutch Mobile Telecom Industry (Vodafone) |
| December 2002 - November 2003 | Functional Consultant | PeopleSoft 8.4 CRM, HR Helpdesk/Self Service Implementation, HRMS | Dutch Banking Industry (ABN-AMRO) |
| July 2001 – November 2002 | Functional Consultant | PeopleSoft CRM 8.1 and 8.4 Implementation, HRMS | Dutch Financial Service Industry (ABN-AMRO) |
| January 2001 – June 2001 | Functional Lead Consultant | PeopleSoft 8.4 CRM, Support/CTI Implementation | Belgian Telecom Industry (Belgacom) |
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Core competencies

Industry/market competencies:

* Telecommunications, Banking and Insurances (Financial Services), Education, Pharmaceutical, Government, Technology

Product competencies:

* **Oracle’s Fusion Applications (RUP0 - RUP3)**
	+ - Installation and configuration, Functional Setup Manager, Fusion HCM Global Core for Implementers, Fusion HCM Talent Management, Fusion CRM SaaS for Implementers, Security Fundamentals, Technical Architecture overview
* **Oracle’s Fusion Middleware**
	+ - Oracle Identity Management, Oracle Virtual Directory, Oracle Directory Services Manager, WebLogic, Oracle Database server, Enterprise Performance Manager, WebGate, HTTP Server, ADF (Application Development Framework)
* **Cloud solutions – HR Lite**
* **Oracle’s Application Integration Architecture (AIA)**
	+ - Based on an open standard platform to integrate business applications by using standard integrations using predefined business processes
		- SOA - Services Oriented Architecture, Oracle Fusion Middleware, Foundation Packs, Enterprise Business Objects, Enterprise Business Services, Enterprise Service Repository, Process Integration Packs
* **PeopleSoft HCM (Human Capital Management 8.3, 8.9, 9.0 and 9.1)**
	+ - Core HCM, Self-Service, eProfile, eProfile for Manager Desktop, Enterprise Learning Management, Profile Management, Performance Manager, Benefits, Talent Acquisition Management, Candidate Gateway, Absence Management, Time and Labor, Approval and Delegation Framework
* **PeopleSoft CRM (Customer Relationship Management 8.0, 8.4, 8.8, 8.9, 9.0 and 9.1)**
	+ - Sales, Support (SS), Helpdesk (SS), Helpdesk for HS (SS), Field Service, Order Capture (SS), 360 Degree view, AAF, Quality management, Marketing (Site & Online Marketing) and Telemarketing
		- Contact Management, Task Management, Email Response Management System, Interaction Management, Correspondence Management and Multichannel Communications (multichannel agent console for voice, email, and web)
		- Verticals like High tech, Energy, Financial Services, Communications and Insurance
* **PeopleSoft Technology (8.4x – 8.5x)**
	+ - PeopleSoft Internet Architecture
		- PeopleTools Enterprise Tools and -technology (Application- and Webservers, Application Designer, Application Engine, PeopleCode, Application Packages)
* **PeopleSoft Enterprise Portal Solutions 8.4 – 9.1** (Employee, Supplier, Customer), including Portal Packs (HCM and CRM)
* **Microsoft Windows Server 2003/2008**; Microsoft Windows Small Business Server 2003/2008, MS Exchange Server 2003/2007, MS Server update, MS Outlook and MS SQL Server 2003/2008, Microsoft Windows Server 2008 Hyper-V
	+ - DNS, WINS, DHCP, VPN, Routing and RAS, Networking, TCP/IP, POP3, SMTP, IMAP4, Exchange
* **Virtualization**
	+ - Oracle VirtualBox, VMWare Server, VMWare ESXi, VMWare vCenter, VMWare Workstation

Technologies

Tools

* Fusion Middleware specific for Fusion Applications, PeopleSoft Application Designer, PeopleTools Integration Broker, PeopleSoft Internet Architecture, JDeveloper, XML Publisher, TOAD, Adobe Photoshop, SQLDeveloper

Methodologies

* ADM – Accenture Development Methodology
* PeopleSoft Compass
* Oracle’s UIM (Unified Implementation Method)
* Infomentis
* Prince2

Operating Systems

* Linux (RHEL 5.x), Windows Server 2008, Windows Small Business Server 2003/2008/2011, Windows XP, Windows Vista 32/64bits and Windows 7 32/64bits, and lower versions

Databases

* Oracle 8.x, 9i, 10g, 11g
* Microsoft SQL-server 2003, 2005 and 2008
* MySQL
* Microsoft Access 2003 and 2007

Others

* Microsoft Office 2003/2007/2010 and Open Office 3.x
* Microsoft Exchange Server 2003, 2007 and 2010
* SSL (HTTPS), Private- and Public Encryptions, LDAP
* Joomla

Training

Oracle’s Internal training

* Certified Oracle’s Fusion Applications v1 – Fusion HCM Global Core for Implementers, Fusion HCM Talent Management, Fusion CRM SaaS for Implementers, Fusion Application Security Fundamentals
* Oracle’s Fusion Middleware
* Siebel 8.1 - Core Consultant Course
* Navigating through Siebel
* Online Siebel trainings (CBT's)
* Oracle’s Application Integration Architecture (AIA)
* Opportunity Management Process
* MOCB - Managing Oracle Consulting Business
* NEGO - Negotiation Skills
* SPIN - Selling Techniques
* PRINCE2 Foundation
* Master class - High Value Delivery
* Team Lead Training
* Oracle's Application Overview for Management
* SOA Essentials
* CDH - Customer Data Hub
* BPEL - Business Process Execution Language
* PeopleSoft Technology versions -8.5x
* PeopleTools 8 (I & II)
* PeopleTools 8.x Security
* Integration Tools 8.4x
* Business Process Design 8.x
* PeopleCode 8.x
* Server Administration 8.x
* Application Engine 8.x
* Data Management Tools 8.x
* PeopleTools 8.4 delta
* PeopleTools 8.8 delta
* Customer Relationship Management, PeopleSoft 8.0-9.0 (Immersion training)
* PeopleSoft CRM 8.0/8.1/8.4/8.8/8.9/9.0
* Enterprise Portal 8.x solutions
* Vantive CRM Training in Customization Tools I & II
* Vantive CRM Training in System Administration
* Vantive Object Studio, VBA
* Oracle Navigating
* Oracle BPEL / JDeveloper
* and other eLearning modules

External training

* CRM Strategies, Beeckestijn Business School
* Krauthammer International “Leadership”
* Microsoft Certified Win’95
* Microsoft Certified ‘98
* Microsoft Certified Basic Networking
* Microsoft Certified TCP/IP
* Microsoft Certified Windows NT Server/Workstation 4.x

Certifications

* Certified Oracle Fusion Human Capital Management 11g Sales Specialist
* Certified Oracle Fusion Human Capital Management 11g PreSales Specialist
* Certified Oracle Fusion Customer Relationship Management 11g Sales Specialist
* Certified Oracle Fusion Customer Relationship Management 11g PreSales Specialist
* Certified PeopleSoft CRM and Peopletools

Recognitions and Awards

* PeopleSoft Outstanding Contributor Award, Q2, 2003

Latest Educations

* Beeckestijn Business School, Leusden, The Netherlands
* Higher Education of Informatics (HIO), Etten-Leur, The Netherlands

(Foreign) Languages

* Dutch: Mother language
* English: Fluent

Contact information

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**Birth date** : 4th May 1970

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 : 4909 BV, Oosteind

 : The Netherlands

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