

Client project experience

Small and medium businesses

- Advised and successfully implemented a business diversification plan for a family-owned business holding in the Utrecht region; double digit growth and revenues were achieved within a calendar year. Advised on and built Internet presence.
- Advised on and built Internet presence for various local businesses in the Utrecht region.
- Advised and implemented HR and cash flow improvements for local businesses.
- Developed a web strategy for a client in the services industry in the Utrecht region. Automated their business processes. Enabled that client to diversify and fill the needs of a new market niche.

Global and national businesses/government entities

- Team leader in a project with a world renowned Computer Manufacturer based in the US. Company was overhauled to shift production, most business processes and infrastructure from a build-to-stock to a build-to-order approach. Company successfully launched the first online PC configurator, where customers could then build their PC configuration and order it on-line. Lead the design and implementation of selected business processes; managed the development and delivery of technical and business process training support for client and project members. Training was provided during the entire project life cycle (including post-implementation).
- Managed the development and delivery of technical and business process training support for client and project members at a major Global Brewery (based in the US Midwest) associated with the implementation of a custom-made HR system.

Client project experience

Global and national businesses/government entities (cont.)

- Team leader of the Human Resources track of a major Outsourcing contract with a Global Oil company based in Europe. Conducted change management sessions with all staff levels to ensure a smooth transition of staff to outsourced company. Designed and developed new HR procedures within that company. Oversaw the development and delivery of training (technical and non-technical) to outsourced staff.
- Team member of a project for a major European Bank to deploy a HRM / CRM system. Subject Matter Expert for HR (professional/management development, learning, knowledge management) matters. Managed the development and delivery of technical and business process training support for client and project members.
- Team member on a project to provide IT technical assistance to the Central Bank of a South American nation. The bank is a large government organization in charge of defining and monitoring the country's monetary and credit policies. Responsible for identifying and defining the appropriate hardware configurations and communications links between various locations of Central Bank, scheduling their attainment, installation and on-site testing.
- Team leader on an implementation project of a real-time inventory system. This inventory system tracked over 7,000 items for this home-appliances' manufacturer in South America. The work included the definition of input and output standards, user training, tuning and tailoring of the system to fulfill company's needs.

Client project experience

Global and national businesses/government entities (cont.)

- Managed a project for the successful restructuring of the Americas division of the 3rd largest confectionery producer in the world. Conducted workshops to evaluate, envision, and build a new organization that enabled to increase capacity 5 times and expand market coverage throughout Latin America and market share in the US and Canada. A new organizational structure was defined. All business processes were reviewed, redesigned, or modified. Especial attention was given to inventory and manufacturing management process, since they were the backbone of the restructuring. These were redesigned following world-class best practices. All business processes were successfully implemented. Follow-on work such as an Information Systems Strategy project and the selection of a MRP-II solution enabled this company to achieve its goal in 1 calendar year.
- Managed a project to completely redesign of the 3rd largest cement producer of a South American country prior its privatization. Conducted interviews and workshops to redefine the company's organizational structure, business processes, training programs, and information technology infrastructure.
- Conducted a company-wide business process and organizational diagnostic project for a Latin American GM subsidiary. The fair level of detail in which fact-finding sessions/workshops were conducted and its results lead to important follow-on work, mainly to re-engineer processes on areas such as Manufacturing, Human Resources, Sales & Marketing, and Information Technology.
- Managed a global learning initiative for a Fortune 50 conglomerate. Consolidated all intellectual, knowledge and learning assets. Created learning content that was repackaged and used both inside and outside the conglomerate. Designed and deployed a global blended learning curriculum to absorb all staff resources brought in as a result of a recent acquisition.

Client project experience

Global and national businesses/government entities (cont.)

- Member of the learning team in charge of deploying a real-time inventory system for a global hard drive manufacturer. Provided pre- and post- training support to the system, which went live on a “cold-turkey” basis, globally.
- Managed the design, development, and implementation of an in-house built global learning management system (LMS) for a global professional services firm.
- Automated the entire career development cycle and integrated it with the rest of business systems at a global professional services firm at one of their European business units (3 countries).
- Integrated learning activities with customer service and CRM at a global financial services firm. Customer service calls reduced by receiving feedback from those calls and updating learning materials.

Other client experiences

- Major European airline
- National Telephone company (Europe)
- Major European mobile operator
- European government agencies
- Major global consumer products conglomerate (Europe)