

Resume Harry van Someren 2022

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LinkedIn: www.linkedin.com/in/harryvansomeren
Date of birth: 31-07-1963
Nationality: Dutch
Languages: English: good in speech and writing
German: sufficient in speech
Hobby's: Skiing (instructor), biking, hiking, camping, dancing, scuba diving (instructor), movies, gaming, reading, TEFL English instructor, web/software development
Counsellor/coach: Mindfulness, MBTI I & II, Transactional Analysis, Enneagram, NLP, Family/system constellations



Characteristics and ambition

I am a seasoned professional with over 30 years experience:

- coaching manager/team-leader, international P&L experienced
- pragmatic and an open, direct communicator with a fresh, creative look at things
- decisive and results oriented (achiever), want to make an impact
- a proficient party for CxO's and all other levels within an organization
- very customer oriented, technical and commercial
- willing to travel abroad

Proven ability to manage multidisciplinary teams (with hands-on involvement where needed) and to

- lead a team through major changes (always big changes in the companies I worked for)
- collaborate with and motivate people/teams from different cultures
- realize plans/projects within set parameters
- create and implement (international) processes/reporting structures

A positive culture and trust are important aspects for me of the (international) organization I work for. I am motivated by challenges where I can make a difference, where I have autonomy and where it is allowed to learn from mistakes. I am not afraid of big challenges. I love to transfer my experience and knowledge to other people.

Additional characteristics:

- Intrinsically motivated to continuously grow/improve both personally and with the teams/organization.
- Able to make a positive contribution to (cooperation between) teams, even without formal responsibility. Able to put a dot on the horizon for persons/teams/the organization.
- Autonomy is ingrained, whereby working in an enthusiastic team is the best thing there is for me.
- Self starter/taking initiative, proven experienced/fast/motivated learner, creative, always with humour.
- Supported the transformation of the KPN and Rabobank dedicated development teams at brightONE to an agile/scrum work method.

Professionally raised in very fast growing American companies (Novell, Silicon Graphics, Sun Microsystems) where the motto "The only constant is change" was valid and ultimately concrete business results for as well for the company as for the customers were paramount.

At my last three employers (brightONE, Novell, Tieto) and an interim project last year, I gained a lot of experience with:

- Collaboration with/coaching of IT professionals: at all levels, both external and internal
- Operations: defining/setting up/structuring/optimizing processes
- Software development and implementation: of Enterprise SaaS Products

I have the following experience with regards to Business/IT Transformation:

- Tieto & brightONE: from stone&bricks (physical shop) to the digital domain, from single-channel (for example a shop) to multi-channel (shop and web) to omni-channel (shop, web, chat, telephone and email: a complete and real-time customer view is used at all times for service and up- and cross-sell).
- Tieto & brightONE: Experience with Business Process Redesign (including Business Model Canvas) for the transition to the digital world and/or for the transition from single-channel to omni-channel.
- Novell: Using Identity and Access Management (IAM) to manage a digital transformation (proofing, verification, access management, identity unification, getting insight, customer experience management, risk management, compliance).

Work experience

Customers I worked with: KPN, Rabobank, ING, ASML, NXP, Robeco, City of The Hague, Eneco, PON, ANWB, Ministry of Education, Provençe of Drenthe, PWN, Philips, NLR, ESA/ESTEC (among others).

Freelancer (2021 – now): KLEINmaatwerk.nl

- Coaching (all levels)
- Interim management (till now: Business Development, IT Operations, IT Services, mediation)
- Mindfulness training (OutdoorMindfulness.nl)

World Traveler (2016 – 2020): harryvansomeren.nl

2016: Spain and Kos-Teheran on bicycle. Worked as a ski teacher in Austria, Ellmau during the winter.

2017: Teheran-Kazachstan on bicycle. Lived in Austria during the winter.

2018: Netherlands - Portugal on bicycle. Worked as a ski teacher in Austria, Leogang during the winter.

2019: Travelled Thailand and travelled on motorbike through Vietnam, Laos and Cambodia.

Worked as a ski teacher in Austria, Leogang during winter.

2020: Lived in Austria, France and Greece.

brightONE IT Services (2012 – 2016): Manager BU Customer Interaction Solutions (MT member)

brightONE IT Services is an expert in improving interactions between customers and companies: designing the optimal customer experience regardless of the time of the interaction and the selected channel. brightONE provides services ranging from CRM, AI driven marketing, social media management to pro-active chat implementation, customer interaction platform design and development and customer experience management. I was successfully P&L responsible for the Operations of the BU CIS. Our products and services became based on Microsoft CRM and our way of working became agile (scrum teams).

uServ (2012): Chief Commercial Officer (co-owner)

uServ is a Dutch software supplier specialized in Enterprise Output Management.

I was responsible for all commercial activities.

Novell (2006 – 2011): Services Director EMEA Area North (MT member)

Novell is an American software supplier specialized in four areas: Identity and Security Management, Linux, Resource Management and Collaboration. I was successfully P&L responsible for Novell Services from an EMEA Area North perspective: Benelux, Scandinavia and East Europe.

Tieto (1999 – 2006): Manager Operations / Sales & Marketing Manager (MT member)

Tieto is a big (17.000 people), Scandinavian IT Services supplier.

I started as Manager Operations and delivered Customer Interaction Solutions for Contact Centers.

We made a big transition from being a product supplier to being an IT services company for the Customer Interaction Management and Optimization market (CRM among others).

KPN Telecom (1999): Sales Executive

KPN Telecom is the biggest Dutch operator I managed Frame Relay and IP Services business:

Coached the IntraNetLink team in Region East. Managed a team in the Region South.

Silicon Graphics (1994 – 1998): Manager Indirect Sales

Silicon Graphics (SGI) is an American high-end computer hardware company. I successfully developed and expanded relationships with Resellers, SI's, Distributors, ISV's and OEM's.

VMX Services (1994): Managing Director VMX Services

VMX was the autonomous, Dutch, training department of Sun Microsystems.

I started VMX Services: computer infrastructure projects.

Sun Microsystems (1989 -1993): Sales Representative

Sun Microsystems is an American computer hardware company.

I successfully developed new Local government & Utility companies and several new Ministries.

ICT Novodata (1988): Software Engineer

ICT Novodata was a Dutch IT Services supplier.

Education and training (among others)

Nyenrode Professor series Strategic Marketing

Bureau K. Horden Financial management for non-financial managers

Education HTS I&C technology: compiler, database, operating, network and expert systems