

## Personal details

<b>Name</b>	Elzer, Timo
<b>Nationality</b>	Dutch
<b>Driving license</b>	Dutch (B)
<b>Current function</b>	Team leader / Project manager
<b>Marital status</b>	Unmarried, living together
<b>Address</b>	Danie Theronstraat 17A
<b>City and postal code</b>	1091XV Amsterdam
<b>Phone / e – mail</b>	+ 31 6 28261448 / <a href="mailto:info@eyetelzer.nl">info@eyetelzer.nl</a>
<b>Date of birth</b>	6 October 1971

## Characteristics

Honest and outgoing personality. Combines decisiveness and effectiveness, with clear communication. Prefers to work as an independent professional in multidisciplinary partnerships. Driven, socially skilled, disposes of awareness in commerce and business, is able to implement these skills in order to respond quickly to the business dynamic.

## Education

<b>09-2001</b>	<b>07-2002</b>	Short Industrial Information Technology Management and Utilization (a program based on the AMBI modules HX1, 2 and 3)	
<b>09-1994</b>	<b>06-1996</b>	Higher Economic Administrative Education. Course: Commercial Economic	
<b>09-1991</b>	<b>06-1994</b>	Middle Economic Administrative Education. Course: Commercial/Economic	diploma
<b>09-1984</b>	<b>07-1989</b>	Lower Retail School	diploma

## Continuation schooling/courses

<b>05-2010</b>	<b>Today</b>	IPMA	
<b>04-2010</b>	<b>02-2010</b>	PRINCE2 Practitioner	Certificate
<b>04-2010</b>	<b>04-2010</b>	BISL	Certificate
<b>02-2010</b>	<b>02-2010</b>	Projectmanagement Open Universiteit Nederland	Course
<b>08-2008</b>	<b>09-2008</b>	Anthony Robbins Stap in je grootsheid	Training
<b>04-2008</b>	<b>06-2008</b>	Neuro - Associative Conditioning van Anthony Robbins	Training
<b>08-2007</b>	<b>08-2007</b>	BISL	Course
<b>05-2007</b>	<b>05-2007</b>	PRINCE2 Foundation	Course
<b>07-2004</b>	<b>08-2004</b>	Windows Server 2003 environment	Course
<b>01-2002</b>	<b>03-2002</b>	Windows 2000 Network Infrastructure Administration	Course
<b>06-2001</b>	<b>08-2001</b>	Windows 2000 Active Directory Services	Course
<b>05-2001</b>	<b>06-2001</b>	Microsoft Windows 2000 Server	Certificate

06-2001	06 -2001	Foundation Certificate in IT Service Management ITIL v 2	Certificate
05-2001	05-2001	Microsoft Windows 2000 Professional	Course
07-1999	12-1999	Training Emotional Intelligentsia (Origin Training)	Training
10-1999	10-1999	Introduction to Cisco Router Configuration (ICRC)	Certificate
09-1999	10-1999	Curses TCP/IP (expert training in TCP/IP Tunix Training)	Certificate
01-1999	07-1999	Impl.& Supp. Microsoft Windows NT Proxy 2.0	Certificate
01-1999	07-1999	Networking Essentials	Certificate
01-1999	07-1999	Impl. & Supp. Microsoft Windows NT Workstation 4.0	Certificate
01-1999	07-1999	Impl. & Supp. Microsoft Windows NT Server 4.0	Certificate
01-1999	07-1999	Microsoft Windows NT Server 4.0 in the Enterprise	Certificate
01-1999	07-1999	Microsoft TCP/IP on Microsoft Windows NT 4.0	Certificate
01-1999	07-1999	Impl. & Supp. g Microsoft Internet Information Server 4.0	Certificate
01-1999	07-1999	Implementing and supporting Microsoft Windows 95	Certificate
12-1998	12-1998	OSDM GCRM/1.2 (implementation of ITIL Origins)	Certificate
08-1998	12-1998	Certified Novell Administrator (version 4.1 x)	Certificate
09-1997	11-1997	Course programming in Powerhouse	Training
09-1993	06-1994	Practice Diploma in information technology (PDI)	Diploma

## Work experience

**Hired by:** KPN  
**Function:** Project Professional  
**Period:** From 02-2010 until 04-2010

Tasks	Description
Project employee	To obtain and assess total visual inventory of various customer locations. Report back and make recommendations in order to transfer customer locations to FMO.

**Hired by:** KPN  
**Function:** Project Manager  
**Period:** From 05-2009 until 11-2009

Tasks	Description
Project Manager	Responsible for the active network components of the 29 most important locations of Achmea within 'Project Stability'. Responsible for the subproject stock-taking, as well as for the replacement of edge- and core switches on a variety of locations and for the preparation of various Prince 2 documents (among which PID, risk log)

**Hired by:** Getronics Pink Roccade / Achmea Eureko  
**Function:** Consultant  
**Period:** From 11 -2008 until 04-2009

Tasks	Description
Consultant for Getronics management team	Responsible for the Achmea account within the WMS/OSS management team, involved in optimizing the Incident and Change Process for 1 and 2 <sup>nd</sup> line support. Transition of the Achmea storage. Interim team leader 2 <sup>nd</sup> line support group Interpolis Tilburg.

**Hired by:** Getronics Pink Roccade / Achmea Eureko  
**Function:** Team leader  
**Period:** From 01-2008 until 11-2008

Tasks	Description
Team leader for Board of Directors Support Group (Eureko)	Team leader of 2 support groups. Responsible for the continuation of the 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> line service and special support to the Holding, as well as the transition of the employees, during the process of outsourcing Achmea's IT-services.  Re-establishment/continuation of various IT-services (among which the VIP- and Board of Directors support. Involvement in various projects; both advisory and executive tasks.

**Hired by:** Bariton XL/Achmea Eureko  
**Function:** Freelance System Specialist  
**Period:** From 02-2007 until 01-2008

Tasks	Description
System specialist/ Project manager	As part of the team (partly) responsible for an internal optimizing and change process within Achmea. Ensuring the reduction of employees in the process of handing out equipment on the basis of various plans of action. Project Leader on several projects involving the mobility of 2 <sup>nd</sup> line support through the use of PDA scan functions.

**Hired by:** ABC Automation team/Achmea  
**Function:** Project Professional  
**Period:** From 10-2006 until 02-2007

Tasks	Description
Project Professional	Involved in the project Achmea in Control, in order to implement far-reaching changes in Governance & Compliance. Involved in optimization for 2 <sup>the</sup> line support.

**Hired by:** Bariton XL/Achmea  
**Function:** Project Leader  
**Period:** From 07-2005 until 01-2006

Tasks	Description
Project Leader	Managing a project group of 7 employees, responsible for installing new VPN clients in over 2000 laptops in order to establish full access for (among other things) software distribution and network mapping.

**Hired by:** Paxton/Achmea  
**Function:** Freelance System Specialist  
**Period:** From 01-2005 until 07-2005

Tasks	Description
System specialist	Senior professional in a support group

**Hired by:** Achmea Active  
**Function:** Freelance System Specialist  
**Period:** From 08-2004 until 01-2005

Tasks	Description
System specialist	Professional in Achmea Active (ICT) support group.

**Hired by:** Broodje van Jaap  
**Function:** Freelance System Specialist  
**Period:** From 05-2004 until 07-2004

Tasks	Description
System specialist	All common ICT operations, among which deployment of video surveillance and a checkout control mechanism (Vectron Commander 6.43), with the aim of reducing loss by theft.

**Hired by:** Van Velde Oosterhof.  
**Function:** Freelance System Specialist  
**Period:** From 02-2004 until 05-2004

Tasks	Description
System specialist	Setting up network and terminal connections. Responsible for the acquisition of hardware.

**Hired by:** Torenstad Bedrijvenbeheer B.V.  
**Function:** Freelance System Specialist/system administrator  
**Period:** From 06-2003 until 02-2004

Tasks	Description
A project manager	Making an inventory of 'bottlenecks' in ICT for Egging Maalderink Real Estate Brokers. Drafting a plan of action and, subsequently, managing the ICT migration of three sites in Deventer.
System administrator (SA)	As an administrator, I was responsible for all ICT business of 23 Companies who were managed by Tower City.

**Hired by:** Koetsier Wijnkopers & Cornelissen Administrations  
**Function:** Freelance System Specialist  
**Period:** From 07-2002 until 03-2003

Tasks	Description
Miscellaneous	Freelance specialist for all ICT business, within the range of purchase of hardware to optimizing use and the set up of small networks.

**Hired by:** Centraal Beheer Achmea  
**Function:** Project leader & system Specialist  
**Period:** From 01-2002 until 06-2002

Tasks	Description
Project Manager	Drafting a plan of action in order to compose a distribution method for software onto 1200 laptops.
Hardware evaluations	Evaluating a variety of hardware as well as advising management by means of evaluation reports.
Evaluate Office XP CD	Evaluating Office XP, prior to implementation into the organization of Achmea.

**Hired by:** Municipality of Enschede  
**Function:** Systems Specialist  
**Period:** From 06-2001 until 10-2001

Tasks	Description
2 <sup>nd</sup> and 3 <sup>rd</sup> line	Managing a support group of 4 persons, in order to reduce arrears in 2 <sup>nd</sup> and 3 <sup>rd</sup> line support.

**Hired by:** Centraal Beheer Achmea  
**Function:** Systems Specialist  
**Period:** From 01-2001 until 05-2001

Tasks	Description
Member of a group of specialists for work station management	In addition to the daily work, consisting of (among other things) hardware evaluations, support and the providing of technical documentation, I was responsible for the evaluation and deployment of Sony VAIO's for the Executive Board of Achmea. Contributing to the migration from Token ring to Ethernet.

**Hired by:** Groene Land Verzekeringen  
**Function:** Systems Specialist  
**Period:** From 06-2000 until 12-2000

Tasks	Description
Employee for administrative tools	In addition to modifying images and resolving network problems, I have been involved in the following projects: <ul style="list-style-type: none"> <li>• creating of patch modules on a various locations</li> <li>• set-up of DHCP scope and DNS</li> <li>• structuring the communication between system administrators and help desk employees</li> <li>• structuring the communication between Groene Land and hardware suppliers</li> </ul>

**Hired by:** Centraal Beheer Achmea  
**Function:** Tele-specialist  
**Period:** From 02-2000 until 06-2000

Tasks	Description
Telework specialist	Set up and maintenance of telework-applications for employees (laptop, router, ISDN connection).

**Employer of:** Origin  
**Function:** Support Engineer  
**Period:** From 08-1998 until 02-2000

<b>Tasks</b>	<b>Description</b>
System engineer, site Utrecht	Part of a team of four, responsible for a Windows NT 4.0 resource domain, including WAN connection, servers and workstations. Involved in several projects, among which: <ul style="list-style-type: none"><li>• coordination and implementation of various transitions and conversions of workplaces;</li><li>• the migration from Novell 4.12 to NT 4</li><li>• the drafting of the purchase protocol for hardware</li></ul>
Employee/Coordinator systems management, Barneveld	Coordinating a team of five administrators, responsible for a Windows NT resource domain, including WAN connection, servers, and workstations. Involved in several projects, among which: <ul style="list-style-type: none"><li>• the roll-out of Compaq Inside Manager on 17 different Compaq servers</li><li>• the implementation of a fax server</li><li>• the migration of a resource domain</li><li>• millennium Coordinator 2000</li></ul>