Curriculum vitae

Personal & contact information

Name: Domien Van der Hoeven
Location: Lierde, Flanders
Date of birth: January 1985
Place of birth: Lierde, Flanders
Driver's license: Type B
MBTI type: ISTJ
Enneagram type: 5
Mobile phone: +32 485 35 78 04
Mail: Domien.Vanderhoeven@gmail.com

Education

Industrial science & technology - Graphical & digital media
Higher education
Artevelde college Ghent from 2002 to 2005

Economics & modern languages
Secondary education
Sint-Aloysius college Ninove from 1996 to 2002

ASP.NET
PCVO Dender & Schelde from 2013 to 2014

SQL
PCVO Dender & Schelde from 2012 to 2013

Data analysis
PCVO Dender & Schelde from 2012 to 2013

Hardware & software technology
PCVO Dender & Schelde from 2008 to 2009

Construction: Autodesk AutoCAD 2D & 3D
PCVO Dender & Schelde from 2007 to 2009

Construction: Materials & technology
PCVO Dender & Schelde from 2007 to 2008

Trainings

ISO 9001: Quality management & auditing
Vinçotte Academy

Business process management: Process modelling & optimization
Colruyt Group

Project management: Project phases & deliverables
Threon & Colruyt Group

System requirements analysis
Colruyt Group

Time management & getting things done
Teasing Consult

Mind mapping & radiant thinking
Mindframe

Visual meetings & creative thinking
21 Lobsterstreet

Certificates

Professional Scrum Master I
Scrum.org - December 2019

Professional Scrum Master II
Scrum.org - April 2020

Professional Scrum with kanban I
Scrum.org - September 2020

ITIL 4 Foundation in IT Service Management
Axelos Global Best Practice - November 2020

Certified tester - Foundation level
ISTQB - December 2020

Certified tester - Agile tester
ISTQB - January 2021

Languages

Dutch   Mother tongue
French   Average
English Fluent

Connecting communication
Autonoom

Change management
Kenaz consulting

MBTI
Abracam Vorming & Training

Enneagram
Enneagramschool

Communication skills
Instituut voor Communicatie

Facilitating meetings
Van Kelst & Co

Work experience

Scrum master / Analyst - Payroll management (Freelance)
Partena Professional - From January 2020 to present

Partena Professional, one of the leading Belgian social secretariats supports businesses by taking care of their payroll management. Within this organization, a program was launched to make the transition from legacy tools to modernized and optimized applications. The program team consists of multiple scrum teams using the SAFe framework. As a member of one of the scrum teams, I pick up both the role as business / functional analyst and the scrum master role. My tasks as a business / functional analyst include the analysis and testing of different integrations and applications:

- Salesforce integration with legacy: Switch data mastership for employee data to Salesforce and manage the data flows to legacy appliations
- Bank payments: An application that enables automatic SEPA bank payments for business leaders and payroll employees
- Affiliation tool: A tool that allows accountants to affiliate new clients to Partena Professional
- Vouchers: An application that manages the ordering of meal vouchers, eco-vouchers...

Next to this, my tasks as a scrum master are to:

- Facilitate scrum events
- Uphold the scrum framework
- Remove impediments for the scrum team

Product owner / Solution analyst - Environmental footprint & nutritional value
Colruyt Group Services - Competence Center Analysis from July 2018 to December 2019

The EIT - European Institute of Innovation & Technology - brings together leading higher education institutions, research labs and companies to boost innovation and entrepreneurship across Europe. Together with multiple European companies, Colruyt Group participates in one of the innovation projects to stimulate the reduction of the environmental footprint of products.

The goal of this project is to create an online application which allows different companies in the product life cyle to add their data and to calculate the environmental footprint of a product as well as to simulate the environmental impact when introducing certain changes in their organization. During the project, we use an agile / scrum approach in which my tasks are to:

- Manage the product backlog
- Analyse requirements and create user stories
- Define the datamodel, user interface, ...
- Provide demos & training to business
- Manage user acceptance testing

Key User Testing - Center of Excellence Testing
Colruyt Group Services from February 2017 to December 2019

Within Colruyt Group, several Centers of Excellence were created to support analysts, system engineers, project managers, ... One of these is the Center of Excellence for Testing which focusses on improving structured testing & quality assurance. As a member of this team, my main task is to:

- Offer support to test specialists, test leads, ...
- Provide training in HP ALM as a test management tool
- Optimize the methodology for system and system integration testing, user acceptance testing, ...

Functional analyst - Product master data management
Colruyt Group Services - Competence Center Analysis from June 2016 to June 2018

The PIM - Product Information Management - programme aims to provide reliable product information to the different business operating units within Colruyt Group in an efficient way. As a functional analyst within this programme, I participated in several projects which included implementing a new application to manage product master data and setting up application services to provide product information to consumers. During these projects, my tasks were to:

- Analyse and describe system requirements in deliverables such as context and scope diagrams, use cases, logical data models, state diagrams, user interface designs, non-functional requirements, ...
- Create integration requirements and service specifications
- Support the testing team during system testing, system integration testing, ... and manage user acceptance testing
- Create training material, provide training and offer support to business

Functional analyst - Fine Food Meat
Colruyt Group Services - Competence Center Analysis from December 2014 to May 2016

Fine Food Meat, the largest meat-processing company in Belgium, decided to make the transition from a number of custom built applications to an industry specific MES - Manufacturing Exection System. As multiple analysts participated in the implementation project, each analyst took care of one or multiple domains. My focus was on costing, production workflows, master data and business intelligence. This included:

- Analysing business & system requirements
- Configuring the MES solution to support business processes and to optimize the usability
- Defining master data for different processes and setting up a costing system
- Create costing reports such as production efficiency for converging and diverging production
- Create and execute test cases in HP ALM for system testing, regression testing, ...
- Increase knowledge of coaches and key users through trainings and provide operational support

Functional analyst - Marketing & communication
Colruyt Group Services - Consulting & Solutions from May 2014 to November 2014

As a functional analyst within the Marketing & Communication team in Colruyt Group, I participated in various implementation and optimization projects in which my main occupation was to analyse, describe and design ICT solutions on a functional level. This means for example:

- Analysing business, system and integration requirements
- Configure the ERP system to support business processes and optimize the usability
- Manage application upgrades, create and execute test scenarios to avoid regression
- Creating reports for operational performance indicators such as takt time, throughput, ...
- Offer 3rd line support to business and creating a support system through helpdesk, key users, ...
- Create training material and provide training to business

Process & quality specialist - Printing & mailing
Symeta - Colruyt Group from October 2010 to March 2014

As a member of the process & quality team within a production environment, my main task was to pursue continuous improvement and to optimize business processes. This included:

- Get a better overview of the as is process by modeling business processes and documenting working methods
- Identify bottlenecks and determine - together with stakeholders - solutions to these bottlenecks to reduce waste
- Define the the to be process and implement the process change in business
- Introducing a number of quality management methodologies such as PDCA, ishikawa diagrams, root cause analysis, ...
- Performing 1st party - process and department - audits and managing 3rd party ISO 9001 audits
- Determining performance indicators such as delivery on time in full, cost of non-quality, ...

Account executive & calculator - Printing & mailing
Symeta - Colruyt Group from April 2009 to September 2010

Symeta, a member of Colruyt Group, is a state of the art printing company which specializes in digital and variable data printing as well as mailing. As a technical-commercial account executive within this company, my day to day task was to act as a contact between the customer and the internal production departments. This means:

- Determining the most efficient production method and making tenders
- The technical preparation and follow-up of orders from creation to invoicing
- Management of production planning for the digital printing department
- The organization and coordination between the different production departments

Marketing & communication manager - Packaging
Storopack from January 2009 to March 2010

Storopack provides packaging solutions through both offline- and online sales. Within this company, my main task was to create and evaluate marketing campaigns which included:

- Printed media: Coordination between design agencies, printing and direct mail suppliers, ...
- Online media: Website management, online newsletters, SEO, ...
- Database management: Optimizing customer / prospect database and determining the target group
- Analysis and reporting about the campaign results

Packaging development coordinator - Soft drinks
Refresco from December 2005 to December 2008

As packaging development coordinator for Refresco, Europe's largest independent juice and soft drink manufacturer, I was responsable for the coordination and realization of packaging for the FMCG sector. This included:

- In house packaging design & follow-up of externally supplied artwork
- Coordination between internal operations, customers and suppliers from concept to delivery
- Making sure the packaging holds the right information in respect to legislation, technical specifications, corporate identity & marketing requirements, ...
- Quality assurance during the printing process through ready for press

Software skills

Graphic design: Adobe Creative Cloud
Technical design: Autodesk AutoCAD
Test management: HP ALM, Azure DevOps
Modelling tools: Visio, Mega Business Architecture, XML Spy
Web development: Joomla CMS, HTML, CSS
Other: Jira, Confluence, STEP, CSB, CERM