

## Curriculum Vitae

Eric de Vos, trainer/tech-functional consultant/architect/team leader/project manager

### Summary:

Since 1998 Eric de Vos has been working as an ERP (Oracle PeopleSoft) trainer and consultant. Drive, dedication and excellent communication skills have led to a successful career as a trainer and consultant. The many rewards and recognitions support this success.

Eric is familiar with all areas of PeopleSoft and the PeopleTools and is able to exchange this knowledge patiently and in a profound way. Always with a smile and a personal touch. In the many workshops and pre-sales assignments he has proven to be able to convince customers that PeopleSoft can help solve their business-issues.

As a technical consultant Eric has successfully finished assignments at the following large, international customers: ING, DNB, Staatsloterij, Swift, Fontys Hogescholen, Ahold, Aegon, Dutch Ministry of Defence, University Medical Centres in Amsterdam and Groningen, Sandvik and the Irish Government. Both domestic and international. This experience guarantees solid knowledge of implementing PeopleSoft products. The roles that he has fulfilled were: senior developer, architect, team lead, functional lead and project manager.

In 2008 Eric started his own company INNOVOS B.V.. Next to ICT services (Oracle PeopleSoft, Microsoft, training and project-management) he also focuses on personal development, communication skills and coaching.

Eric de Vos gets things done. With his enthusiasm, dedication and patience Eric can get people to work together. He is able to bring structure, consistency and overview into complex assignments and projects.

### Personal details:

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Website	: <a href="http://www.innovos.nl">www.innovos.nl</a>
Date and place of birth	: Sassenheim, October 8, 1966

### Education:

- General Secondary Education (VWO) – Sassenheim. Certificate May '85.
- Higher Economics Education - College (HEAO CE) – The Hague. Minors: business economics, French language, Information Technology. Certificate July '88.

### Additional professional education and courses:

- MOCB, Managing Oracle's Consulting Business, June '05
- Overview Prince2, Oracle Consulting, Dec. '05
- Professional Leadership, Schouten & Nelissen, Dec. '05 thru June '06
- Performance- and assessment interviews, Schouten & Nelissen, May '06
- Various courses on leadership, interview techniques, '06-'07
- Qurius Masterclass: sales and management training, '07

**Driver's license:**

A, B, C

**Language skills:**

- Dutch - Fluent; read, write, speak (native)
- English - Fluent; read, write, speak
- German - Fluent; read, speak. Moderate write
- French - Conversational. Moderate read, write, speak

**Rewards and recognitions:**

PeopleSoft:

- November '99 - Spotlight Award (contribution to Education Services)
- December '00 - Excellent Customer Services, year 2000
- July '01 - Spotlight Award (contribution to Education Services)
- April '02 - PGS certificate of excellence (contribution to Global Services)

**Career history:**

Sept. '08 – current: Director and owner of INNOVOS B.V.

Services:

- Oracle PeopleSoft consultancy
- Oracle PeopleSoft education\*
- Microsoft Dynamics consultancy / education
- Personal development trainer (communication-, presentation skills, personal branding, coaching)
- Project- and interim management

*For an overview of all project experiences see further down on this CV*

Sept. '06 – Sept. '08: Qurius Business Solutions, Veenendaal, NL

Positions:

- Technical Manager / Competence Center Manager Microsoft Dynamics (AX, NAV and CRM)
- Manager Project Office (resource planning)
- Internal project manager, ERP-implementation Microsoft Dynamics AX. Supporting implementation, delivery of functional-/end-user training and executing change management program.

Oct. '98 – Sept. '06: PeopleSoft, Amsterdam and Oracle, De Meern, NL

Positions:

- Senior Technical Instructor\*
- Senior Technical Consultant
- Consulting Manager

Dec. '90 – Oct. '98: Harlequin Holland, Amsterdam, NL

Positions:

- Junior Product Manager Retail
- Product Manager Direct Marketing / Database Marketing Manager
- Marketing Manager Direct Marketing

\*Certified for teaching the following PeopleSoft courses:

PeopleTools I 8.4 / 8.5	PeopleTools Delta Advanced 8.4 (custom PS course)
PeopleTools II 8.4 / 8.5	PeopleTools 8.53 / 8.54 Delta
PeopleTools I/II Accelerated 8.4 / 8.5	PeopleCode/SQR Accelerated 8.4
PeopleSoft SQR 8.4	PeopleSoft Server Administration 8.4x / 8.49
Query / Crystal Basic & Advanced 8.4	PeopleSoft Process Scheduler 8.4
PeopleCode 8.4 / 8.5	Server Admin/Process Scheduler combo
PeopleSoft Integration Tools 8.4 / 8.5	PeopleSoft Internet Workflow 8.4
PeopleTools Overview 8.4 / 8.5	XML / BI Publisher for PeopleSoft 8.48 / 8.5x
PeopleSoft CRM 9.1 HelpDesk for HR	

Relevant other activities / experiences with PeopleSoft technologies and products:

Connect/UCON reporting & workflow sessions '01-'03
eLearning / Live Webcast sessions for PeopleTools 8.4
Various pre-sales workshops e.g. GUI, reporting, PeopleCode, Server Tools, PeopleSoft Advisor sessions
Implementing PeopleSoft Directory Interface and LDAP integration
Implementing PeopleSoft Integration Broker
Experienced trainer for (international) PeopleSoft Support Centres in The Netherlands, Romania and Egypt
Trainer for several PeopleTools Delta-courses (PeopleTools version 7.5 to 8, version 8.1x to 8.4x, version 8.5x)
Delivery of functional-/end-user training on PeopleSoft HRMS 8.3 Recruiting (project "jobboard" at Dutch Ministry of Defence)
Delivery of functional-/end-user training on PeopleSoft CRM/HR Helpdesk 9.1
<u>Knowledge of:</u>
PeopleTools 8.5x
PeopleSoft Application Engine 8.5
PeopleSoft Data Management Tools 8.5
PeopleSoft Enterprise Portal 8.4 / 8.8
PeopleSoft HRMS 8.3 thru 9.1 incl. ePerformance
PeopleSoft CRM 8.8, 8.9, 9.1 including HR Helpdesk
PeopleSoft HR Helpdesk 9.1 ERMS / CTI integration
PeopleSoft Campus Solutions 8.9
PeopleSoft Financials 8 incl. ePro / sPro

**Summary of knowledge and skills:**

Levels: 5=Expert / 1=Some knowledge

	Number of years	Level
Structured Query Language (SQL)	13	4
PS SQR	11	5
Java, C#, C++	2	1
XML, XSL, XSLT	4	3
PeopleCode	13	5
Integration Broker	11	5
Process Scheduler	13	5
Crystal Reports	13	5
PS Query	13	5
XML /BI Publisher	3	4
Data Management (migration, upgrade)/Data Mover	8	4
PeopleSoft Installation	7	4
MS SQL Server RDBMS	7	3
Oracle database development (triggers, views, tuning)	4	3
PeopleSoft Enterprise Portal	3	3
LDAP	2	2
PeopleSoft CRM 9.1 / 9.2 (HR HelpDesk, ERMS)	5	5
PeopleTools 7.5	3	5
PeopleTools 8 (8.1x and 8.4x)	9	5
PeopleTools 8.53 / 8.54	2	5
User Productivity Kit / End User Training	2	2
Training / classroom and LVC (trainer)	12	5
Implementation / change management	7	3
Technical and general Project Management	4	4
Consulting Management	5	4

### **Project experience:**

A limited overview of my consulting assignments, since 2003:

ING Central Europe, Poland: For Dutch ING-holding, perform assessment and quality check on implementation of PeopleSoft CRM 8.9. Advisor on initial load. Audit on 3<sup>rd</sup> party development work. Translation/localisation strategy. Advisor on installation, maintenance, support and PeopleTools Upgrade.

Staatsloterij, The Hague, NL: PS CRM 8.8 implementation combined with two legacy systems. Full responsibility for initial load program (data extract, validations and upload) with PS SQR. Setup and implementation of complex messaging interface with the two backoffice systems, using Integration Broker, MQ Series, Java Adapters and XML/XSLT. Heavily involved in performance/tuning of ORCL database, ERMS, initial sizing, application management and support-setup.

AEGON, The Hague, NL: PS Financials ePro / sPro workshop. PS HRMS 8.9. Implementing PeopleSoft LDAP Connector for Microsoft Active Directory.

Fontys Hogescholen, Eindhoven, NL: PeopleSoft HRMS (Helpdesk for HR), PeopleSoft CRM 8.9. Integration Broker, PeopleSoft Enterprise Portal; installation and setup for proof-of-concept and go-live.

Swift, Belgium: PS CRM 8.8. Reporting Technology. Delivery of advanced PS Query and Crystal Reports. PeopleTools 8.44, Crystal 9. Initially performed the pre-sales workshop.

Ahold / Accounting Plaza, Zaandam, NL: PeopleSoft Enterprise Portal.

SaNS, Leiden, NL: PS Campus Solutions 8.9. Workshop and pre-sales assignment for determining development- and interfacing strategy with PS Integration Broker.

ABN/AMRO, Amsterdam, NL: PeopleSoft CRM 8. LDAP integration.

DNB, Amsterdam, NL: PeopleSoft Financials. Installation and upgrade.

RUG, Groningen, NL: Integration Broker, setup proof-of-concept for synchronous and asynchronous communication. SOAP vs XML.

KPN, The Hague, NL: PeopleSoft HRMS (ePerformance). Issue-management. Implement Workflow and approval rules.

Find below the details of the most recent projects and assignments.

Ministry of Defence, The Hague: starting sept. 2008 as PeopleSoft technical consultant, architect and project manager in main HR-departments HDP and services-organisation Ivent.

Role as senior developer and architect in project for upgrading SelfService PeopleSoft HRMS: design, development, coaching, issuemanagement and quality control. Started april 2009 in the role of overall technical project manager on major defence-wide projects "STOP" and "FPS". Tasks: writing business process, writing functional and technical specifications, planning for go-live, coordinating the project team, responsible for system-wide implementation including communication across MOD-organisations (change management, end-user training). Very familiar with HRMS environments (incl. Quest STAT), various operational systems (NSK, O&T, HRHD, UPK/OnDemand), interfaces and data warehouse (EPM). Good understanding of all PeopleSoft HRMS 8.3 functional areas.

University Medical Center Groningen, Groningen: January thru July 2011 (phase I) and February through September 2012 (phase II). Delivery of (functional and technical) impact analysis and implementation plan for implementing full Person Model in PeopleSoft HRMS 8.9. Included in the impact analysis also the impact on all interfaces and reports. Subsequently responsible for the roll-out / implementation of the Person Model (projectleader): creating and tracking detailplanning, leading developments in PeopleSoft HRMS, coordinating the testing process, validating specifications with business owners, delivery of all functional and technical documentation.

University Medical Center (VU), Amsterdam: January thru May 2011. Project for P&O department: end user training for PeopleSoft CRM/HR Helpdesk 9.1 product. Supporting HR Helpdesk 9.1 implementation. Delivery of training manual, training all (80) end users. Including several high-level overviews / presentations for management and teamleaders. Helped with creating process flows for the case management process. General advice and consulting until go-live. Delivery of functional design specifications for AAF. Coordinating incidents.

Sandvik AB, Sandviken Sweden: October 2011 – November 2012. PeopleSoft CRM HR Helpdesk is used at Sandvik in a large international environment with 17 Service Centers across the world. PeopleSoft CRM HR Helpdesk first needed to be upgraded from release 9.0 to 9.1. Role(s): projectleader for the PS CRM 9.1 technical upgrade. In a small team responsible for overall planning and execution of the upgrade process, functional designs, technical designs and coordinating testing (SIT and UAT) and development. Working with technical team in Sweden and off-shore in India (IBM). Reporting to management team and steering committee. Starting February 2012: overall functional and project lead for implementing enhancements to the PeopleSoft CRM HR Helpdesk 9.1 application. Through discovery workshops gathering specifications with business owners, creating functional designs and implementing the changes in CRM (configuration, customization). Project and budget planning. Worked in small team and in close co-operation with IBM off-shore technical team (developers and DBA) in India. Also acted as advisor for integrating Oracle PeopleSoft HRMS 9.1 Profile Management into Oracle PeopleSoft ELM 9.1.

Civil Service Ireland (BearingPoint), Dublin: started November '12. Goal of this project is to set up various Shared Services Centres (for HR & Pensions and for Payroll) to provide services to 40 Public Sector bodies. The project introduces various enhancements to the existing Oracle PeopleSoft HRMS 8.8 system and the introduction of a new Case Management System (Oracle PeopleSoft CRM 9.1 HR Helpdesk). Roles: functional and technical lead for PeopleSoft CRM HR Helpdesk. Responsibilities: configure CRM HRHD according to specifications of customers. Major tasks: (a) core configuration (incl. AAF), (b) design and setup of interfaces between HRMS, CRM and CorePay (Payroll application), (c) implement Email Response Management System (ERMS) for handling inbound email, (d) implement HR Helpdesk Self-service incl. setup of competencies (automatically assign provider groups), (e) implement IVR/CTI-solution, (f) design and creation of reports in PS/Query and BI Publisher, (g) training end-users, (h) development of technical enhancements in HRMS and CRM and (i) creating maintenance processes and infrastructure support (environment refreshes, PeopleTools upgrades, setup of SMTP and FTP servers).