

Personal details

Surname: van Lingen
 First name: Sander
 Gender: male
 Date of birth: 25 July 1981
 Nationality: Dutch
 Marital status: unmarried

**Contact**

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Experience (summary)

2011 – current	Manager Business Innovation	NUwerk.nl, Rotterdam
2011 – current	Manager Business Innovation	Connexys, Rotterdam
2008 – 2011	Team leader Service & Support	Connexys, Rotterdam
2006 – 2008	Consultant	Connexys, Rotterdam
2002 – 2006	Program Coordinator	Tremus Groep, Rijswijk
2000 – 2004	Co-founder	Acsys, Rotterdam

Education

2007 – 2012	Economics and IT - Erasmus University Rotterdam <i>(4 year fulltime program next to a fulltime job)</i> <i>Thesis "Impact of social computing on HR"</i> <i>GPA score = 3,4 – Dutch score 8 out of 10</i>
1998 – 2002	Informatics – Rotterdam University of Applied Sciences <i>Graduated with honors, CUM LAUDE with an A for my Thesis</i> <i>GPA score = 3,6 – Dutch score 8+ out of 10</i>

Courses

2006 – 2008	Communication & leadership	Frank Management Company
2007	Prince2 Foundation	Pinkroccade
2006	TMap, Structural testing	Sogeti
2006	Oracle SQL	5Hart

Competencies

Languages:	Dutch	native
	English	fluently
	Agile (scrum)	fluently
	SEO	fluently
	Oracle SQL, PL/SQL	ok
	HTML, XML	fluently
	Mobile First	fluently
	Business Model Canvas	fluently

Manager Business Innovation - NUwerk.nl part of Sanoma

Responsibility:

Bridging the technical and business worlds to design innovative concepts and launch new products to increase sales and the added value for our users

Achievements:

- Monetized mobile as a new channel
- Designed a responsive frontend to optimize conversion and user experience on any device
- Aligned marketing, sales & service to launch new products with partners
- Changed the proposition from job board to Employer branding
- Designed, realized and launched a new content and advertisement distribution platform to decrease maintenance costs, enable an increase of distribution channels, support multiple business models and stimulate upsell
- Introduced and embedded the Agile development method

Tasks:

- Look for market trends and analyze the business opportunities of new technologies
- Develop innovative online concepts and business models
- Present the strategic roadmap to the stakeholders and the board of directors
- Guide innovations from conception to launch and integrate the processes in the organization
- Maintain relationships with business partners and increase co-creation
- Lead the development team to realize innovations & report milestones
- Safeguard the budgets for innovation projects
- Analyze and optimize the products and revenue streams

Manager Business Innovation - Connexys

Responsibility:

Bridging the technical and business worlds to design innovative concepts and launch new products to increase sales and the added value for our users

Achievements:

- Career sites
Generated new business on career sites by integrating a CMS in our recruitment systems with optimized and customizable career sites.
 - 15+ new websites launched based on this foundation
 - www.werkenbijTempoTeam.nl, the first website launched
 - www.werkenbijEnexis.nl, Award winning website "Best career site 2012"
- Introduced this innovation in the organization along with
 - Responsive websites
 - Mobile first
 - Applying with mobile devices
 - Google Analytics & SEO
- Developed an innovative concept to monetize the applicants in the databases of our customers

Tasks:

- Coordinate cross-functional project teams with different partners and vendors
- Visualize innovations and new concepts with the roadmap
- Collaborate with marketing to facilitate sales and the distribution
- Lead the development teams with an agile approach to realize the innovation projects
- Control the budget and safeguard the quality
- Report on the progress of project milestones
- Organize the support processes
- Prepare the customers, support and sales teams before the launch of new developments
- Analyze and optimize the products and revenue streams

Team leader Service & Support - Connexys

Responsibility:

Lead the service department and increase the level of service

Achievements:

- 20% increase in customer satisfaction
- Introduced new service procedures (ITIL) and a new online service portal
- Changed the department into an Academy or knowledge center for users and employees
- Started sales by support representatives

Tasks:

- Manage the Service & Academy team (5 FTE)
- Coach & develop employees
- SLA management
Managing the activities within the organization to maintain the SLA levels
- Quality Assurance
Analyzing & changing processes to increase the stability & quality of our services and online software
- Report to customers & board of directors on the performance
- Advice and support customers, sales and consultants with challenging projects

Consultant - Connexys

Responsibility:

Manage implementation projects and develop management information dashboards

Achievements:

- 75% reduction in lead-time for implementation project by introducing SIM a new implementation method
- 50+ implementations at TOP200 companies in the Netherlands
- 15+ HR management information dashboards developed for listed companies
- 8 average score of customer satisfaction

Tasks:

- Analyze business requirements and processes
- Project management based on Prince2 foundation
- Advise on the configuration of the recruitment system and design workflows, management information dashboards and websites
- Coordinate cross-functional teams to realize projects within time & budget with maintaining our quality standard
- Train end-users

Program Coordinator - Tremus Groep

Responsibility:

Develop an IT program helping the unemployed returning to work

Achievements:

- 12 weeks IT program covering the foundation for the unemployed
- 15% increase of the unemployed students finding work

Tasks:

- Develop and optimize the program for
- Plan new courses
- Arrange facilities
- Hire teachers
- Report to management

Co-founder – Acsys software

Responsibility:

Start a company and make it profitable by developing administration software

Achievements:

- **Driving School Information System**
Software to automate the administration and taxes of driving schools based on their digital agenda
- **Resource Management System - Ajilon (Adecco groep)**
Custom made software enabling project members to declare their hours of work on their projects, which enabled the managers to safeguard the budgets and get a 'real-time' overview of the costs and progress on their projects. The Adecco software provided the managers an overview with a delay of 4 – 6 weeks and our software provided 'real-time' overviews

Tasks:

- Sales
- Account management
- Book-keeping & tax statements
- Analyzing business requirements & design
- Project management