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E-mail address	frans.zwijnenburg@hobits.nl
Date of birth	March 27, 1961
Place of birth	Rotterdam
Marital status	Single, No children
Nationality	Dutch
Experience since	1982

Employers

1982 - 1991	Philips Telecommunicatie en Informatie-systemen, The Hague
1991 - 1992	Digital Equipment Enterprise, Rotterdam
1993 - 1995	Rijnhaave Office Automation B.V., Zoetermeer
1996 – 1998	BSO/Origin, Rotterdam
1998 – 2006	VX Company B.V., Baarn
2006 – present	Freelance

Language skills

Dutch	Mother tongue
English	Good
German	Average

General

Driver's license	B/E
Free time spending	Audio, Video, Computer (Audio- and video editing), Movies, Theatre, Squash, Fitness
Personal characteristics	Strong analytical powers, social, task oriented and pragmatically.

Common education

1973 - 1977	MAVO, Montfoort College, Rotterdam
1977 - 1982	RK MTS, Electronics, Rotterdam
1985	PBNA, Physics
1985 - 1990	Haagsche Hogeschool, Informatics (Part time)
1992	Business Management, NOVIM Rotterdam
1997	Business English, Talencentrum Rotterdam
1999	Fast reading, V&P Groep

Professional education

1983	LOI	AMBI I1
1990	AT Computing, Nijmegen	Unix
1990	Cap Gemini Pandata Informatica Instituut, Utrecht	Oracle 5
1991	C.T.I.O., Utrecht	Novell Netware: System Manager
1992	R.A. Spencer, Amsterdam	Application Development Clipper 5.01
1995	Rijnhaave, Zoetermeer	Microsoft SQL Server
1996	AT Computing, Nijmegen	C++ Standard
1996	Datasm BV, Amsterdam	Introducing Objects
1997	CIBIT, Utrecht	Master class Advanced Information Technology (OOD, OOP, UML, GUI)
1997	ISES international	Project management for project- and team managers
1999	VX Company, Laren	ITIL Essentials
2000	Global Knowledge, Nieuwegein	Internet Architecture Windows 2000 Architecture
2000	Class-A, Woerden	XML Fundamentals COM+ Fundamentals
2001	Haagsche Hogeschool	E-Commerce (Part time)

2001	Rational, Eindhoven	Rational Rose
2001	Class-A, Woerden	VB .NET INSIDE .NET
2002	Npol, Meppel	Prince 2
2003	Rational, Maarssen	Rational Unified Process (RUP)

Relevant product experience

Programming	Pascal, (Visual) C++, Visual Basic 6., Visual Basic for Applications (Office 97-2003)	Very good
	C#, VB.NET, COBOL, PHP	Average
Databases	MS-SQL server 2000, MS-Access, MySQL	Very good
	Oracle, RDB, DB2	Average
Modeling	UML	Good
Methods	SDM1, SDM2, KISS, RUP, Prince2, ITIL, AMS	Good
Applications	MS-Office (Access, Excel, Word)	Very good
Operating Systems	Windows XP, Windows NT	Good
	Unix, Linux	Average
Tools	MS-Visio 2003, MS-Source Safe, Together 6.0, CM Synergy	Good
Data Communication	OleDb, COM+, XML	Good
General	Designing Graphical User Interfaces	Very Good

March 2006 – April 2007

Function	Information analyst, Business Analyst, System Analyst
Customer	<p>Nationale-Nederlanden Leven Collectief, Rotterdam</p> <p>Nationale-Nederlanden is a leading company in integrated financial service provider in The Netherlands.</p> <p>Leven Collectief (Life Collective) is a line-of-business dealing with collective pensions.</p> <p>Nationale-Nederlanden is part of ING Group.</p>
Hardware	PC
Operating System	Windows XP
Software	MS-Word 2002, MS-Excel 2002, MS-Access 2002, MS-Visio 2003
Methods	Prince2, AMS
Activities	<p>From January 1st 2007, the new pension law (Nieuwe Pensioenwet) will be implemented. The new regulations involve new juridical documents. The old documents were made manually; Nationale Nederlanden wants the new documents made automatically. This involves deep analysis of the documents and current data model en processes.</p> <p>As information analyst responsible:</p> <ul style="list-style-type: none"> • Customer and system requirements • Analysing juridical transposition within the framework of the new pension law (Nieuwe Pensioenwet) <p>As Business analyst responsible:</p> <ul style="list-style-type: none"> • Analysing current processes and defining changes using work shops <p>As system analyst responsible for functional design:</p> <ul style="list-style-type: none"> • Defining an automated solution to generate juridical documents from the data in source systems. • Data modelling • XML definition • Work shops with key users • Reports and planning • SQL queries

October 2004 – February 2006

Function	Information analyst, System Analyst, Programmer
Customer	<p>Nationale-Nederlanden Leven Collectief, Rotterdam</p> <p>Nationale-Nederlanden is a leading company in integrated financial service provider in The Netherlands.</p> <p>Leven Collectief (Life Collective) is a line-of-business dealing with collective pensions.</p> <p>Nationale-Nederlanden is part of ING Group.</p>
Hardware	PC
Operating System	Windows XP
Software	MS-Word 2002, MS-Excel 2002, MS-Access 2002, MS-Visio 2003
Methods	Prince2, AMS
Activities	<ul style="list-style-type: none"> • As information analyst participating in analysing several legal measurements (age discrimination, unisex, early retirement, new pension law). • As system-analyst responsible for define data sets from main database and specify the application to process data, make output (MS-Excel) sheets to make editing possible of data possible and define mailings. • As programmer responsible for implementing the applications with MS-Access, MS-Excel and MS-Word.

March 2005

Function	Course instructor
Customer	<p>Nationale-Nederlanden Leven Collectief, Rotterdam</p> <p>Nationale-Nederlanden is a leading company in integrated financial service provider in The Netherlands.</p> <p>Leven Collectief (Life Collective) is a line-of-business dealing with collective pensions.</p> <p>Nationale-Nederlanden is part of ING Group.</p>
Subject	Programming Visual Basic & Databases
Description	MS-Access and MS-Excel are the tools Nationale –Nederlanden uses to extract and manipulate data from the main databases. This course was uses to instruct several employees to explain the basics for create and maintain databases and programming Visual Basic. After the course I supervised the employees in making applications.

May 2004

Function	Course instructor
Customer	Nederlands Instituut voor onderzoek van de gezondheidszorg (NIVEL)
Subject	Graphical User Interface Design
Description	Switching from character based applications to graphical user interfaces based applications the customer was in need of a course to inform them about the basics of defining GUI's. Using the "GUIDE" method in combination to the "Principles of human computer communication" I explained the basics of GUI design in relation to .NET development.

January 2002 – June 2004

Function	Information analyst, Team manager, Change Manager
Customer	Coöperatie Informatiemanagement Politie (CIP location Meppel) CIP is the software house for the Dutch police and delivers software solutions for all regional police forces.
Hardware	PC
Operating System	Windows 2000
Software	MS-Word 2000, MS-Excel 2000, Rational Rose 2000e, MS-Source Safe, Together 6.0, CM Synergy
Methods	UML, RUP, Prince2, Tmap
Activities	<ul style="list-style-type: none"> As information analyst responsible for describing a partly implemented system in use cases via reversed engineering. Used Rational Rose to define use cases and activity diagrams. As information analyst responsible for describing criminal investigation processes in consultation with detectives, colleague information analysts and programmers. The resulting use cases were defined in Rational Rose. In the first place RUP was used to control the project. Later Prince2 became the standard as project management method. UML was used to describe the functional specifications. As document manager responsible for setting up documentation standards and control the functional descriptions (Quality Assurance). In addition advising colleague information analyst in making functional description and use cases. Microsoft Source Safe was used to control the documentation. Define and perform functional – and integration tests. Team manager for the unit Control & Test. As change manager responsible for organising change requests and coordinate the change process with users, information analysts and programmers.

March 2001 – November 2001

Function	Designer, Programmer, Team manager
Customer	Interpolis, Tilburg Interpolis is one of the largest Dutch suppliers of insurances, company care and pensions Robeco is one of the largest European investment trusts. Interpolis and Robeco are part of Rabobank Groep
Hardware	PC
Operating System	Windows 2000, Windows 98
Software	Visual Basic 6.0, SQL Server 2000, DTS
Data Communication	COM+, OLEDB, XML
Activities	<ul style="list-style-type: none">▪ Replacing present interface with Robeco regarding Interpolis funds using Microsoft development tools▪ Coordinate communication with several departments within Interpolis.▪ Set up application architecture (3-tier) using COM+ and Visual Basic 6.0▪ Develop SQL 2000 DTS packages for importing Robeco data▪ Develop process-management with Visual Basic for importing Robeco files and process DTS packages on SQL server 2000 platform.

November 1998 – December 2000

Function	Business System Consultant
Customer	Europe Combined Terminals, Rotterdam ECT is a hub in international container logistics in Rotterdam, ECT concentrates on the transshipment of containers from ocean-going vessels to inland ships, to road and rail transport and vice-versa and on the development of corridors in the hinterland.
Operating System	Windows NT, OpenVMS
Software	MS-Access, MS-Word, Visio
Methods	ITIL
Activities	As business system consultant for ECT terminal Delta Logistics Services (DLS) working in the following roles: <ul style="list-style-type: none">▪ Project Manager in several development projects▪ Project Manager Pilots - and development projects. The goal of the pilots was to optimize new technologies and insights of the logistics processes. The goals of the development projects were the implementation of change request and problem reports.▪ Functional Manager of applications used for the inland logistics processes (truck, ships and train).▪ Consultant inland logistic processes to other ECT terminals▪ Supporting activities in disaster situations▪ Intermediary between operational department and ICT▪ Develop and perform user acceptance tests for new system versions (for example Y2K)▪ Advising Go/No Go to terminal management▪ Describing work procedures in consultation with terminal management and system users▪ Reporting terminal management of logistics performances

August 1997 – October 1998

Function	Project Manager
Customer	Europe Combined Terminals, Rotterdam
	ECT is a hub in international container logistics in Rotterdam, ECT concentrates on the transshipment of containers from ocean-going vessels to inland ships, to road and rail transport and vice-versa and on the development of corridors in the hinterland.
Hardware	PC
Operating System	MS-Windows, Windows-NT
Methods	SDM1, ITIL
Activities	As Project Manager responsible for: <ul style="list-style-type: none"> ▪ Manager of a team of developers. The size of the team varies between 4 and 10 persons. ▪ Functional and technical designer of new functionality. ▪ Progress report to ICT management

January 1996 – July 1997

Function	System analyst, Programmer & GUI Designer
Customer	Europe Combined Terminals, Rotterdam
	ECT is a hub in international container logistics in Rotterdam, ECT concentrates on the transshipment of containers from ocean-going vessels to inland ships, to road and rail transport and vice-versa and on the development of corridors in the hinterland.
Hardware	PC's
Operating System	MS-Windows 3,1x and Windows-NT
Software	MS Visual C++, MS-Access, MS-Word
Methods	KISS
Activities	As developer part of team to build a client-server application (Evita) for handling truck drivers on the ECT territory. <ul style="list-style-type: none"> ▪ Responsible for: <ul style="list-style-type: none"> ▪ Design GUI with operational users; ▪ Programming client software with Microsoft Visual C++.

Summation of other activities

Period	Employer or Customer	Activities
Nov-Dec 2001	VX Company BV	Setup .NET frame work for GUI and Security
Jan-Feb 2001	VX Company BV	Develop in-house CV application using MS Visual Basic, COM+ and XML
1993-1995	Rijnhaave	Client –Server development (Microsoft Visual C++ and MS-SQL server)
1988-1992	Philips, Digital	(Borland) C and Clipper developer
1982-1987	Philips	Customer Engineer repairing Office – and Personal Computers