

Exelamy IT Services



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Birthdate: 20 October 1990

Profile

I'm a driven freelance business analyst and incident manager who enjoys viewing the bigger picture by analysing the details allowing me to easily get to the core of a problem or challenge. The insights I gain from this allow me to advise and improve on existing business processes making me add value to the organisation.

By mixing the company's objectives with the internal stakeholders' wishes, I come to the best solution for any challenge I find in my path while still respecting the company's architecture landscape. My experience in the Agile way of working also complements that.

I'm adept in translating business requests to functional requirements while taking current processes and possible improvements into account, managing incidents, and supporting developers as a sparring partner. My experience with several different technology platforms allows me to quickly pick up on the inner workings of any program or system.

My open nature and natural ease with which I communicate with all levels within an organisation allow me to easily make contact with people from different backgrounds and ages. I am multicultural and quickly see how people are put together.

In my free time I like to keep myself occupied playing my piano or playing boardgames and tabletop RPGs like Dungeons and Dragons. I especially love the collaboration and creative aspects of playing these games together with friends.

General education

Year	School	Study	Diploma
2018-2020	Fontys Hogeschool	HBO ICT & Service management, part time study	Yes
2016-2018	Fontys Hogeschool	HBO ICT & Business, fulltime study	
2015-2016	Fontys Hogeschool	HBO ICT & Software Engineering, fulltime study	
2010	Novalis College	HAVO, Nature and technology profile	Yes

Professional courses and trainings

Year	School	Course name	Certificate
2022	Scaled Agile Inc.	Certified SAFe 5 practitioner	Yes
2019	Microsoft Learn	Office 365 SharePoint online management	Yes
2016	Microsoft Learn	Advanced course Excel	Yes

Work experience

Compliance Officer November 2023- January 2026

Tilaa

Tasks: Maintaining and reviewing policies and procedures aligned with ISO 27001, ISO 9001 and PCI DSS. Verifying organisational compliance with these frameworks. Coordinating and supervising both internal and external audits. Managing the incident management process. Working closely with the Security Officer, Risk Officer, and Management Team to identify risks, improve controls and adjust operational processes where necessary.

Notable successes:

- Redesigned the employee onboarding and offboarding process, introducing a structured workflow that automatically included all relevant user accounts in onboarding- and offboarding tasks. Ensuring all systems and user accounts were consistently included in offboarding tickets, improving access control and reducing the risk of unauthorised access.
- Successfully coordinated internal and external audits for ISO27001, ISO9001 and PCI DSS, achieving recertification with minimal non-conformities.
- Strengthened the organisation's ISMS-framework by updating and standardising policy documentation and procedures.

Support Engineer July 2023- January 2026

Tilaa

Tasks: Provided technical support for VPS environments (Linux and Windows Server), including networking, storage, backups, firewalls, and container-based services. Monitored platform performance, investigated incidents, and reported system status to management. Created and maintained technical documentation for internal teams and customers, while also supporting internal departments with technical matters and contributing to improvements in support quality and operational processes.

Notable successes:

- Introduced an Experience Level Agreement (XLA) framework for customer support, establishing standards focused on customer experience and communication to ensure felt acknowledged and supported throughout the resolution process.
 - Aligning support processes with customer experience goals.
 - Improving how support quality was measured beyond SLA.
- Introduced e-mail templates, improving support communication to customers.
- Changed communication style for support to ensure
- Reduced average ticket resolution time by improving troubleshooting workflows and internal knowledge documentation.
- Improved the customer-facing technical documentation reducing repetitive support requests.
- Successfully guided customers through complex infrastructure issues, improving customer retention.
- Supported internal departments with technical solutions that improved operational efficiency.

Information Management Specialist May 2018- July 2022

DLL

Tasks: Supporting DLL's primary processes in the form of business analysis, system maintenance, incident management and project management. Actively supporting the rollout for the Digital projects like Mobile app and European Partner Portal.

Notable successes:

- Singlehandedly created a solution for insight in the setup and usage of the main front-office system demonstrating initiative, technical expertise, and ability to understand and address complex business needs.
 - Providing a comprehensive view of the setup and usage of the system, allowing the team to identify inefficiencies and areas for improvement, leading to increased productivity and cost savings by streamlining processes and reducing manual efforts while also identifying potential issues and preventing downtime.
 - Supporting the mid-office migration project by providing data and analytics showing which parts of the front-office system still need to be updated/changed to allow the new mid-office system to work. (phase-out of old mid-office system @Once)

- Creating uniformity in setup processes between teams and countries.
- Supported internal stakeholders like Sales and Sales Support with day-to-day requests and performing requirements analysis. Managing and improving the used critical systems.
- Supported the launch of the DLL mobile app, European Partner Portal, and API Partner Integration, onboarding new partners by technical setup in all required systems and creating process documentation, training on usage, and managing possible incidents. This allowed external partners to more easily create contracts increasing sales efficiency.
- Planned the launch and provided technical support and process analysis and -documentation for the Digital User Provisioning Service (DUPS) for Netherlands as well as supporting the launch of DUPS internationally, allowing for easier creation and management of user accounts for all digital solutions.
- Provided technical setup for onboarding several new partners to main front-office system enabling direct usage by external users.
- As a subject matter expert, I provided a central point of contact for both internal and external stakeholders for questions regarding all digital solutions as well as providing trainings.
- Managed the internal SharePoint “Infoplein” for the Benelux.

Customer Due Diligence Analyst (Temporary project) March - Mei 2018

Freo

Tasks: Checking and updating customer data for completing the Freo customer file. Identifying and researching financial and legal risk thereby preventing fraud and unjust usage of the bank’s financial assets.

Project lead and KSD Backoffice employee October 2014-August 2015

KPN

Tasks: General administrative tasks including:

- handling customer inquiries and complaints
- processing orders
- resolving issues processing customer requests
- managing and updating records in several systems.
- supporting the team by troubleshooting computer issues
- providing administrative assistance to the team

Notable successes:

Starting up and leading a project for optimising a tool for giving feedback for the KSD Backoffice improving inter-team communication and increasing employee engagement.

Side activities

Cofounder and treasurer December 2016 – February 2019

Sv. Salve Mundi

Tasks: Managing the financial administration and funds of the student association. This also includes sending bills for contributions, maintaining the membership administration, making payments, and preparing budgets and annual accounts.

Church management (Volunteer) July 2010 – December 2015

Stadskerk St. Catharina, Eindhoven

Taken: Maintenance, security, event-planning and -management.

Relevant knowledge

Languages:

- English
- Dutch

Programming languages:

- C (Arduino)
- C #
- ASP.NET
- PL/SQL & T-SQL
- VBA

Methods:

- SAFe
- SCRUM
- ITIL
- Lean
- BPMN
- UML
- ArchiMate

Operating systems:

- Microsoft Windows
- Microsoft Windows Server
- Linux
 - Alma Linux
 - Arch
 - Fedora
 - Ubuntu
- Mac-OS

Software:

- KVM
- Kubernetes & MiniKube
- Docker
- Grafana
- Nagios
- Atlassian Jira & Confluence
- Microsoft SQL Server
- Microsoft Visual Studio
- Microsoft PowerBI
- Microsoft SharePoint
- Oracle Database
- Barium Live
- Engage process modeler
- Visual paradigm (ERD / DB-modelling tool)
- Exact online (ERP-software)
- Citrix
- VMWare
- Salesforce
- RemedyForce
- Hubspot
- Zendesk
- Voys
- Keycloak
- GenieATM
- Google Cloud + Firebase
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