

# DAAN TIMMER

## SERVICE MANAGEMENT PROFESSIONAL



### CONTACT

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### EDUCATION

MBO IT-System management | Associate's degree  
*ROC Horizon College*  
2012 – 2014

MBO Applications Development | Associate's degree  
*ROC Horizon College*  
2010 – 2012

### SKILLS

- Service management
- Project management
- Supplier management
- Problem-solver
- Adaptable
- Negotiator

### EXPERTISE

- Customer Relations
- Agile / Scrum
- ITIL Frameworks
- Service Delivery | Workspace
- Service Delivery | Mobile

### INTERESTS

Traveling, Photography, Reading, Snowboarding, Cooking, Blogging

### PROFILE

I've been working as a Service Manager in the IT industry for more than eight years now. I've always been driven by a deep commitment to making my clients' experiences the best they can be. Over the years, I've had the opportunity to collaborate with a wide range of clients across numerous IT disciplines. The last four years, my focus as a Service Manager has been predominantly in the realm of delivering and managing Digital Workspace Services, with internal and external suppliers.

### WORK EXPERIENCE

#### (Senior) Service Manager

Municipality of Amsterdam | 04/21 – Present

I am currently employed as a Senior Service Manager, with my primary focus on managing external suppliers to ensure an optimal delivery of IT services. My role involves negotiating and managing contracts, overseeing service delivery, coordinating between our organization and suppliers and leading improvement initiatives based on service performance.

#### Key experience and accomplishments:

- Establishing and managing contracts with IT vendors, ensuring quality delivery in line with requirements.
- Managing risks associated with suppliers and implementing mitigation strategies.
- Successfully renegotiated contract with key suppliers, reducing cost, while maintaining quality.

#### Service Delivery Manager

Municipality of Amsterdam | 01/19 – 04/21

At the Municipality of Amsterdam, I took the role of Service Delivery Manager, after the sourcing of our internal IT departments, with the main responsibility of ensuring the efficient and effective delivery of IT Workspace services to our internal clients. My role involved managing client relationships, coordinating with internal and external partners and overseeing multiple IT projects.

#### Key experience and accomplishments:

- Contributed to multiple high-value tenders for sourcing internal tasks to external suppliers.
- Responsible for analysing service delivery metrics to identify areas of improvement and implement necessary changes.
- Implemented multiple process improvements within our service management framework.

#### Service Manager

Municipality of Amsterdam | 01/17 – 01/18

In my role as a Service Manager at the Municipality of Amsterdam, I oversaw the delivery of all IT services to our internal customers. This role involved managing and contributing IT projects, coordinating with internal and external teams, and strategizing IT services in line with business needs.

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### AWARDS & CERTIFICATIONS

Agile Scrum Foundation (ASF)  
EXIN

No. 4960289.20748506

Service Level Agreements  
IT-CERT-INT  
No. SLA21112017-02

ITIL V3 Foundation  
EXIN  
No. 4960289.20239765

### LANGUAGES

Dutch  
Native

English  
Proficient

Spanish  
Basic

### REFERENCES

Remco Bruijnesteijn  
Municipality of Amsterdam  
| Manager  
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Municipality of Amsterdam  
| Service owner  
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+31 6 3031 1195

### WORK EXPERIENCE

#### Key experience and accomplishments:

- Contributed to implementing a new ITIL-based service management approach which improved the team performance drastically.
- Led a successful recovery program after a major calamity.

#### Senior Technical Support Engineer

Municipality of Amsterdam | 01/15 – 12/16

As a Senior Technical Support Engineer at the Municipality of Amsterdam, my role encompassed a blend of technical expertise and leadership. I was directly responsible for addressing complex technical issues while coordinating and coaching junior colleagues.

#### Key experience and accomplishments:

- Troubleshooting advanced issues, and serving as the primary point of contact for escalated IT issues.
- Coordinating and coaching multiple team-members.
- Training and instructing new hires.
- Contributed to multiple projects, examples are the implementation of a new callcenter software system and service management ticket system.

#### Skilled Support Engineer

Southern District Amsterdam | 06/11 – 12/14

Starting out at a district branch of the Municipality of Amsterdam, was a great kick-off for my career. My primary responsibilities included resolving daily user IT issues, providing technical support, performing hardware and software installations, executing system updates, server upgrades and network and datacentre tasks.

#### Key experience and accomplishments:

- Led a project for distributing 300 Apple iPads to the Committee members, including training of the Committee members, for the usage of the tablets and specialized DMS software, which I handled myself.
- Contributed to a project for the implementation of a Mobile Device Management solution. I coordinated the deployment to the 2000 employees of the organization.

#### Desktop Support Engineer

Orion Foundation | 01/11 – 06/11

At Orion Foundation, I provided comprehensive IT support to employees of the College, handling responsibilities such as troubleshooting hardware and software issues, installing and configuring systems, performing regular system updates, and maintain equipment inventory.

#### Key experience and accomplishments:

- Led and performed a successful project to replace and upgrade the organizations workstations on multiple locations.
- Spearheaded the upgrade of the organizations SIS software system.