Markus van Duijn

DevOps Accelerator

"Failure is not the opposite of success... it is part of it!"

CONTACT ME

Rode Ring 147
1566 SP Assendelft (NH)
+31 6 456 06 218
Assendelft
+31 6 456 06 218

EDUCATION

Masterclass - Agile voor managers
Nijenrode, Breukelen
2016 - 2016

Masterclass - Gamification
Atos icw HAN, Utrecht
2014 - 2014

Not Finished - Bachelor
Amsterdamse Academie, Amsterdam
1993 - NA

HAVO - math-Physics-Economics-Accounting
Johannes College, Den Helder
1988 - 1993

CERTIFICATIONS

CERTIFIED DEVOPS TEST ENGINEER · DEVOPS INSTITUTE

CERTIFIED CONTINUOUS DELIVERY ARCHITECT · DEVOPS INSTITUTE

CERTIFIED DEVOPS LEADER · DEVOPS INSTITUTE

CERTIFIED DEVSECOPS ENGINEER · DEVOPS INSTITUTE

CERTIFIED DEVOPS FOUNDATION · DEVOPS INSTITUTE

Scrum.org PROFESSIONAL SCRUM MASTER PSM I

LANG.

Dutch: ●●●●●●
English: ●●●●●●
German: ●●●○○○
French: ●●○○○○

SKILLS
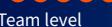
Training ●●●●●
Workshops, Training creation, Train the trainer programs, Training providing, 4C model, Training from the back of the room, DevOps, DevSecOps, CI/CD

Coaching ●●●●●
C-level coaching, Domain level coaching, Team level coaching, Personal coaching

Leadership ●●●●○
Teamlead, Leadership Team, Recruitement, Bilas, Strategy/planning, Mission/Vision statements, Employee improvement, HR duties

DevOps & Agile Practices ●●●●●
Agile, Scrum, Lean, DevOps, Continuous Integration, Continuous Delivery, DevOps transformations, ITSM, DevSecOps

---

Markus van Duijn is a strategic engineering leader and DevOps expert with a passion for people, performance, and purpose. Over the past decade, he has guided organizations through complex transformations—bridging deep technical knowledge with leadership that empowers, inspires, and delivers results.

With a background in coaching and hands-on engineering, Markus has led cross-functional teams, shaped technical excellence programs, and built learning cultures that foster both innovation and resilience. His leadership at Nationale Nederlanden exemplifies his ability to scale talent development, operationalize regulatory frameworks like DORA, and align engineering strategy with business impact.

Known for his calm decisiveness and human approach, Markus connects across all levels of an organization. He creates clarity in complexity, motivates teams to own their growth, and builds bridges between people, departments, and goals. Whether mentoring future leaders or embedding engineering standards, Markus believes that sustainable success is built through trust, collaboration, and the courage to continuously evolve.

EXPERIENCE

Nationale Nederlanden
July 2023 - Present / Transformation Catalyst
I am a passionate and visionary individual with a unique skill set that enables me to drive transformative change within organizations. As a Transformation Catalyst, my focus is on shaping engineering culture, driving the adoption of DevOps practices, and empowering teams to achieve their full potential.

In my role, I take pride in driving the transformation of an organization's engineering culture by fostering collaboration, innovation, and continuous improvement. I am a staunch advocate for DevOps principles and practices, such as infrastructure as code, automation, and CI/CD pipelines. Guiding and coaching teams in implementing these practices is a key aspect of my expertise.

By leading workshops, training sessions, and coaching initiatives, I have successfully upskilled teams in DevOps tools, methodologies, and cultural shifts. I believe in teaching and coaching as powerful tools for empowering individuals and teams to thrive.

As a change catalyst, I collaborate with stakeholders at all levels of the organization to influence the adoption of new ways of working and drive digital transformation initiatives. I provide leadership and mentorship to cross-functional teams, inspiring them to deliver high-quality software products with speed and efficiency.

My deep understanding of agile methodologies allows me to align engineering strategies with overall business objectives, ensuring a cohesive approach to success. I am constantly staying updated on industry trends, emerging technologies, and best practices related to DevOps, agile methodologies, and engineering culture.

Highlights: DevOps, Security, Site Reliability Engineering, Leadership, Coaching, Training, Digital Operational Resilience Act

NN Group
January 2024 - Present / DORA - Workstream 4
I am added to workstream 4 in a later stadium to help set up a test approach for NN Group based on the requirements of the Digital Operational Resilience Act (DORA).

Highlights: Reliablity, Security, Test Approach, Governance

Group IT
July 2023 - Present / Trainer
After joining NN I enlisted at Academy in order to help out in areas that I excell. From there I have been asked to provide some trainings on Agile. As for the Engineering Manager Guild I am creating a training program to help new Engineering Managers to get better in their work. Since I joined NN I also joined the Engineering Manager Guild to help in the bootcamps for our new EM colleagues.

Highlights: Agile, Scrum Master, Engineering manager

Skills

Continuous Delivery & Practices ●●●●●
Unit testing, SAST/DAST, Shift Left, Trunk Based Development, Continuous Integration, Continuous Delivery, Continuous Deployment, Security, Compliancy

Programming ●●●○○
AngularJS, VBA, PHP, Javascript, Pyhton, HTML, Clipper, Bash Script, Shell Script

General tech ●●●○○
Linux, Ubuntu, Windows, TCP/IP Networking, DNS, POP/SMTP, SSH, (S)FTP

Version Control ●●●●○
Git, Subversion

CI/CD Tools ●●●●○
Azure DevOps, Jenkins, GitLab CI

Cloud Tools ●●●○○
Terraform, Kubernetes, Docker, Azure

Development Tools ●●●○○
Visual Studio, Visual Studio Code, IntelliJ

Databases ●●●●○
MySQL, SQL Server, PostgreSQL, MongoDB, Oracle, LDAP, Advantage DB

Business Intelligence ●●●●○
Business Objects, Crystal Reports, Power BI, ETL, Data Cubes, Universes

---

Group IT
July 2023 - Present / Setting up Reliability Pattern and How-tos

In group IT in close collaboration with C&C we set-up patterns and how-tos. Initialy for Reliability, but later also for Security and Continuous Delivery. As a team we were responsibile for making a set of foundation patterns, connect these to how-tos written by the responisble teams, create a way to assess teams against these patterns, and finally help teams implement these patterns/how-tos.

Highlights: Reliablity, Security, Continuous Delivery, Engineering Patterns, How-tos, Coaching, Assessments

DevOn India-NL
January 2018 - June 2023 / DevOps Accelerator

Within Devon I have played an important role in the organization on different levels. Either strategic and operational.

As part of the leadership team I actively contributing to decision-making processes, strategic planning, and overall business growth.

I am a Continuous Delivery / DevOps expert with a mission to inspire, coach, consult and train organizations on adopting new technology, methodologies, focus on delivering value a.s.a.p. Advised and provided consultancy services to clients, leveraging deep industry knowledge and expertise, resulting in successful outcomes and increased client satisfaction.

As the the lead trainer I developed and implemented comprehensive training programs, and master classes, enhancing employee skills and knowledge across various organizations. Trained people in Security, DevOps, Continuous Delivery, Cloud, Azure, Docker, Kubernetes, Unit Testing and TDD, ensuring effective knowledge transfer and engagement among participants.

Co-authored two books, 'High Performing DevOps Enterprises' and 'The CISO's guide for implementing devsecops in the enterprise', which offer invaluable guidance through real-life stories from CISOs and CEOs who have embarked on similar journeys. These insightful resources provide practical insights, empowering organizations to enhance their practices and cultivate efficient, secure, and resilient software development processes.

Highlights: DevOps, Agile, Continuous Delivery, Security, Cloud, Coaching, Consultancy, Trainer, Leadership, Content Creation, Speaker and presenter at Congreses

Coca Cola Hellenic
December 2022 - May 2023 / DevSecOps Transformation Consultant

As a DevSecOps transformation consultant, I helped setting up the DevSecOps transformation. I have successfully established outlines, milestones, governance, and security policies to drive organizational growth. By conducting value stream mappings and assessments, I have created customized roadmaps for pilot teams, enabling them to navigate their transformation journey. Additionally, I have implemented a comprehensive training program for teams, leaders, and ISOs, ensuring a strong foundation in security and DevOps principles. With my expertise in bridging the gap between security and development, I am well-equipped to contribute to transformative initiatives that enhance security and optimize business operations.

Highlights: DevOps, DevSecOps, Coaching, Consultancy, Trainer, Leadership, knowledge sharing, roadmap delivery, Governance and security policies

IPP/PRS
September 2022 - June 2023 / Agile Engagement Lead

As an Engagement Lead I have a lot of experience in structuring, leading and advising on complex transformations and I have experience in coaching and guiding management and teams. In the first phase of the transformation, I mainly advised and supported in starting the Agile Transformation and creating a safe atmosphere and environment in which the teams can grow.

Important tasks as the Engagement Lead are:
Taking you by the hand in the journey to an Agile organization; Guiding, advising and supporting in the recruitment and selection of new employees for the newly established Agile teams; Advice, coaching and support in determining the vision, "why" and objectives of the Agile Transformation; when translating the objectives into concrete KPIs; in determining an initial Agile Transformation Backlog; Starting up the Agile transformation and setting up the Agile Transformation Team; Supporting and synchronizing the Agile Transformation Team for the execution of the Agile Transformation; Advise and support in determining the follow-up approach and provide input for training and development of employees and management (top down);

Highlights: Agile, Agile governance and architecture, Coaching, Consultancy, Trainer, Leadership, knowledge sharing

ABN Amro
June 2019 - July 2022 / CICD Enabler

ABN AMRO organizes a transformation in which Agile teams are steered towards DevOps, in a controlled manner. Markus' responsibilities are:

- Bringing together Development and Operations responsibilities and teaching new behavior and skills.

- Teach the new way of working, which implies a modular software architecture and the use of a highly automated software delivery pipeline (CI/CD).

As a CI/CD enabler Markus acts as a catalyst in shaping excellence to enable teams to improve their IT performance (lead time for changes, release frequency, change fail rate, time to restore service and availability). He is assessing teams on their current IT-performance and work together with the team and their stakeholders to identify improvements that can help the teams IT-performance. Markus assists the teams in changing their way of working to be able to use a highly automated software delivery pipeline. To help the teams he is closely collaborating with different supporting parties that are providing default platforms, architecture and CI/CD Pipelines. Markus brings the following knowledge and experience to the table:

- he keeps his knowledge up to speed in this rapid changing world
- he is able to demonstrate development techniques.
- he knows how to inspire and how to encourage teams.
- he is focused on delivering value in an automated and controlled way.
- He knows about the cultural diversity in large scale organizations with offshore capabilities and how to handle delicate situations with respect.

Highlights: DevOps, Continuous Delivery, Coaching, Consultancy, Trainer, Leadership, knowledge sharing

Stedin
November 2018 - May 2019 / CI/CD Coach SAP Stack
Stedin was looking for help with 3 teams to make progress in CI/CD in the SAP domain. Markus helped the three teams with different sessions about metrics, ABAP Unit testing and TDD. He helped the teams to start meassure the current performance based on the 4 metrics from the Accelerate book - Lead time, Number of releases, Mean Time to Repair and Change failure rate. Also an assessment create by DevOn was used to measure the status of CI/CD with the teams.

Highlights: DevOps, Continuous Delivery, Coaching, Consultancy, Trainer, Leadership, knowledge sharing, CICD in SAP stack, ABAP Unit testing, Code Inspector

Achmea
November 2018 - May 2019 / CI/CD Coach SAP Stack
At Achmea Markus helped to embed ABAP unit testing and Test Driven development. He provided a unit test and TDD workshop at several SAP departments. Next to that he helped the teams a few days a week to help them make steps in their way of work. He also gave internal presentations on knowledge sharing events about unit testing on SAP.

Highlights: DevOps, Continuous Delivery, Coaching, Consultancy, Trainer, Leadership, knowledge sharing, CICD in SAP stack, ABAP Unit testing, Code Inspector, Workshops, Speaking on internal events

Nationale Nederlanden
January 2018 - January 2019 / Agile/DevOps Coach
Being both Agile coach and CI/CD coach Markus helps multiple teams getting better. The transformation to devops has started a year ago, teams went from scratch to agile scrum teams where operations is embedded. Markus safeguards the agile transformation, coaches teams and management to make the right next steps. When teams are ready for the next steps he helps them to improve by automating processes. Insight in processes, value stream mapping, agile leadership and making people more successful and happy are key topics.

Highlights: DevOps, Continuous Delivery, Coaching, Consultancy, Trainer, Leadership, knowledge sharing

DevOps Institute
August 2018 - December 2023 / Certified Trainer

As a senior IT consultant I am versatile. I like to expand my knowledge and I am able to adjust to many different roles. In addition to my managerial skills, I have a broad range of technical skills. I attach great importance to clear communication and openness. I am able to motivate people, bridge contradictions and achieve lasting acceptance among the people involved. I believe contact with all stakeholders is very important, I know how to balance interests in order to reach synergy and agreement.

Within Devon I am one of the certified trainers. As registrated education partner we give certified DevOps Institute trainings.

- Devops Foundation
- DevSecOps Foundation
- Continuous Delivery Ecosystem Foundation
- DevOps Leader
- Continuous Testing Foundation

My main focus is on DevOps Foundation and DevSecOps Foundation, these training I provided numerous times, where Continuous delivery Ecosystem Foundation and DevOps leader I have provided a few times. Experience can be found at: Springest (https://www.springest.nl/u/m-a-n-van-duijn)

Highlights: DevOps Foundation, Continuous Testing, Continuous Delivery Ecosystems Foundation, DevOps Leader, DevSecOps Foundation

Atos
June 2008 - December 2017 / Consultant

Markus is an allround consultant and he is fulfilling multiple roles at clients in the banking sector:

- Business Intelligence Specialist
- Agile Project leader
- Scrum Master / Product Owner in DevOps teams
- Identity- and Access Management Specialist
- Team leader
- Security Specialist
- Release Coördinator
- IT Service Management Specialist
- Senior Application Engineer

Highlights: Business Intelligence Consultant, Identity and Access Management Consultant, Leadership, Agile Coach, CI/CD Coach, Talent Programm 2012

ABN Amro bank
June 2016 - December 2017 / Agile Coach CI/CD Stack

Within IT Solutions a CI/CD (Continuous Integrations / Continuous Delivery) Expert was needed, who has, next to his technical expertise, also great coaching skills.

A Centers of Expertise (CoE) collaborates with projects to ensure that new or modified applications and infrastructure are implemented correctly. This makes the role of the CoE staff in a project highly complex. Partly the project is assisted by expertise from the CoE, on the other hand, of the other part, regulations and governance that need to be followed can be a complicating and restricting factor for the project. Extra factor is that they are also part of the formal Quality Assurance in their own jurisdiction.

Upon Markus' arrival Agile / Scrum was rolled out in certain parts of the bank, in addition to attitude and behaviour is automation of processes conditionally for a successful rollout. As Agile coach CI/CD Stack Markus was responsible for:

- Coaching
- Flexibility and inventiveness
- IT authority

Highlights: Agile, Agile governance and architecture, Coaching, Consultancy, Trainer, Leadership, knowledge sharing

Atos
January 2016 - June 2016 / Agile Coach / Advisor

As Agile coach Markus promoted and advised on the agile way of work within Atos and at several clients.

Starting in a start-up innovations team from where Markus used his experience with scrum and DevOps to streamline the scrum process. He gave an agile fundamentals training which inspired people to broaden their knowledge even further and resulted in some of them preparing for their own PSM1 certificate.

For several clients Markus analysed the current agile processes and identified bottlenecks. He advised how to solve the bottlenecks and wrote plans to improve the current processes. For one of the clients he even set up a complete plan to incorporate the business within the DevOps structure.

At Atos Internally Markus has supported a group of managers to create a client specific training project using the Scrum framework. He provided structure so the top management would engage the portfolio and roadmap, a second level of managers were working out their own specific areas. In this way several Scrum teams were created. Markus safeguarded the Scrum methodology and helped to establish a Jira board.

Highlights: Agile, Coaching, Consultancy, knowledge sharing

ING Netherlands
October 2015 - December 2015 / Consultant Risk & Security

As a Consultant Risk & Security Markus advised on securing critical information and business processes at the strategic, tactical and operational level. He was the bridge between Business, IT and Risk departments whom could explain technical challenges at all levels. He monitored the set of practices that focuses on aligning IT services with the needs of business (ITIL). He also helped design and / or implementation processes that ensure the continuity of User Access in case of incidents or a crisis.

Security in the areas of confidentiality, integrity and availability dominated in the User Access area. Markus was responsible for five applications. In the three months that he shared his vision, he has substantially increased the security of the applications. He did this by:

- Designing password reset procedures for High Privileged Accounts;

- Designing Security Event Monitoring;
- Resolve audit / security findings;
- Writing security and compliance documents;
- Improvement plans to avoid security risks.

Highlights: Agile, Security, Operational Security Guidelines, Business Continuity, IAM, SIEM, Compliancy

ING Netherlands
December 2014 - September 2015 / Scrum Master DevOps team Authorization

As scrum master Markus facilitated the scrum method, he was accountable for removing impediments to the ability of the team to deliver the product goals and deliverables. He acted as a buffer between the team and any distracting influences. He ensured that the scrum process is used as intended. He helped ensure the team follows the agreed scrum processes, often facilitated key sessions, and encouraged the team to improve. His role could also been referred to as a team facilitator or servant-leader to reinforce these dual perspectives.

Markus his core responsibilities as scrum master included:

- Helping the product owner maintain the product backlog in a way that ensures the needed work is well understood so the team can continually make forward progress;
- Helping the team to determine the definition of done for the product, with input from key stakeholders;
- Coaching the team, within the scrum principles, in order to deliver high-quality features for its product;
- Promoting self-organization within the team;
- Helping the scrum team to avoid or remove impediments to its progress, whether internal or external to the team;
- Facilitating team events to ensure regular progress;
- Educating key stakeholders in the product on scrum principles;

Together with the team he has set up the infrastructure for a PAAS environment, implemented workflows and he has built connections to different platforms (e.g. CDS. AD, RACF, Unix) for automatic provisioning.

The team was responsible for the DTAP environment. All code / configurations were developed by them, tests have been developed and implemented - partly automated and partly manual. Eventually the final product, was implemented on production and managed. The operational part of the team gave input for development in upcoming sprints.

In addition to his responsibilities to the team, he worked close together with the Product Owner to ensure that the user stories were ready and clear for the upcoming sprints.

Highlights: Agile, Scrum master, IAM, Authorization

ING Netherlands
May 2014 - November 2014 / Product Owner RUAP

Scrum is an iterative and incremental agile software development methodology for managing product development. It defines "a flexible, holistic product development strategy where a development team works as a unit to reach a common goal", challenges assumptions of the "traditional, sequential approach" to product development, and enables teams to self-organize by encouraging physical co-location or close online collaboration of all team members, as well as daily face-to-face communication among all team members and disciplines in the project.

Markus gathered input from stakeholder, data analysis and feedback from the business. And in the meantime he developed/improved a vision for his focus area (Aveksa). The gathered input and vision was transform into a roadmap and a backlog. Together with his team, he was responsible for executing and delivering a reliable User Access Management environment.

Markus was responsible for two scrum teams. His team consisted of developers, Operational staff, business analysts and architects. Together they improved and renewed, in every sprints, the applications for the User Access Management environment. And as Product Owner Markus together with the team and the stakeholders set the direction for the focus.

Highlights: Agile, Product owner, IAM, Authorization

Atos
April 2014 - December 2014 / Mentor 'Trans forward to .....'

Trans Forward to ….. was a large project to trigger an internal change in culture and mind-set among staff of Managed Services. The whole project consisted of three phases.

1. Trans forward to Connect
2. Trans forward to Shape
3. Trans forward to Change

In total an organization of around 5000 people had to change. This was done by letting the Management Team, all managers and 1500 employees engage the change process within the organization.

methods

- Awareness sessions
- Open Space sessions
- Process improvement projects

As one of the mentors Markus made sure that the Management Team, all managers of Managed Services and a large group of employees were led through these phases. Besides being involved in all sessions, he was closely involved in all activities outside of the sessions. It was his job to coach participants and let them stay aware of the objectives and commitments.

As mentor team together with the coaches we have put up a great result. A Denison scan has revealed that the mind-set and culture change has been turned into in the right direction.

Highlights: Leadership, Mentoring, Training

ING Netherlands
September 2013 - September 2015 / Identity- Access and Security Specialist in DevOps / Scrum team
After being involved for more than more than five years within the Identity- Access Management solution for ING's Markus was asked to join the scrum team to implement a new Identity- Access Management product. His extensive experience with the processes, current technology and procedures made him an excellent addition to the team.

Markus fulfilled multiple roles within the Scrum team that evolved to a DevOps team.

As technical engineer Markus designed and built workflows, made connections to different platforms (CDS; AD; RACF; Unix) and created rules to automate authorization management. Together with the team he managed an appliance and later converted the appliance to a PAAS environment. The team was responsible for the content of the database (Oracle) and the filesystem (Unix), the middleware (JBoss on the appliance and WebSphere on PAAS) and Life Cycle management of the application.

As operational engineer Markus participated in the sergeant schedule. For a day per 2 weeks Markus was responsible for daily checks, incidents and email. Markus had a key role in change management. He created changes and monitored them to make sure the releases followed the ING procedures. He made sure tests were done and reviewed the results. He advised the Product Owner in approvals.

Highlights: Consultancy, Development, DevOps Engineer, Agile/Scrum, IAM, Unix, JBoss, Testing

Atos
November 2012 - October 2013 / Knowledge Motivator
Within the ING delivery Centre at Atos a training program was launched to improve the employees communication skills and make them more costumer minded. The project included a small group of people to keep the knowledge and tools in practice.

As one of the motivators I was responsible for sharing knowledge to teammembers and make sure that the tools and methodes keep being used within the team.

As a motivator Markus has learned a lot of personal effectiveness. To let the employees practice the learned skills Markus organized sessions. In this sessions they could use their newly learned skills in a familiar environment. Employees got the responsibility to organize these sessions as well got coached and were able to practice.

Highlights: Lean, Coaching, Training

ING Netherlands
December 2011 - October 2013 / Change- en Releasecoördinator
In the assignment as change Coordinator at the CDC ING Markus controlled the team responsible changes and releases. The team manages was IBM Tivoli Identity Manager (ITIM) for ING. Atos maintained the application; workflows; adapters to different platforms; the Java shell for end users and the reports. These were all subject to changes. Markus maintained direct contact with the functional owner of ITIM, is present in the Change Advisory Board, manages the team and made the release planning.

Highlights: CAB, Change and Release Management, IAM, Planning

Atos
September 2011 - March 2013 / Team lead technical support team
As a team leader Markus managed technical team of the Entitlement Services department. The team was responsible for ING's identity and access management application. He oversaw the activities of the team and coached both the team as individuals with the aim to get the best out of both. He also was responsible for HR tasks such as team meetings, face-to-face conversations and he organized GROW sessions.

He was also responsible for setting up the change process and set up the planning thereof. He made sure that the occupation of the department was consistent to the workload.

He supervised the SLA agreements, created reports and wrote the Service Component Description. Markus kept in close contact with ING in various discussions and linked the feedback back to his team.

His role was coaching and consulting, he systematically applied the right structure and he had a strong vision of the production process. Through his dedication he brought not only his department at a higher level but he helped the organization as a whole ahead as well!

Highlights: Teamlead, HR, Planning

Atos

October 2009 - October 2013 / Coaching and Guiding Junior Specialists
As a senior BI specialist Markus has coached, trained and supervised multiple junior specialists in the areas of Oracle, Crystal Reports and Business Objects. The responsibilities of Markus were to increase the quality, employability and knowledge of the employees.

I was part of the Business Object Comptence Team. As a team we were responsible for keeping the Business Objects skills up to date. Update the practice members with the latest developments. And finally keep record of the skills and assignments within the practice.

Highlights: Coaching, Business Intelligence, Business Objects/Crystal Reports

ING Netherlands

December 2008 - October 2013 / Business Intelligence Developer
In his last assignment as Business Objects specialist at ING bank Netherlands (Entitlement Services) Markus has managed the Business Objects environment. The assignment was divided into 3 main tasks. Firstly it was Markus' responsibility to manage the Universes and existing reports. Keeping them up to date, make documentation, keep track of versions and releases and answer questions from the costumers concerning the reports. Secondly, it was his duty to cooperate with the end users to create new and better reports. This part of his responsibilities included an information analysis session with the end-user, then design and development of the report. When the report was ready Markus and the end user evaluated and checked the final report before publishing it. Finally Markus was involved in meetings and discussions which pertained to Entitlement Services and issues concerning (possible) reports. His expertise in the field of Business Intelligence, Business Objects and the data environment was used as input for open issues.

Highlights: Development, Business Intelligence, Business Objects, Testing, Universes, SQL/Oracle/LDAP

Nationaal Incasso Bureau

December 1997 - July 2008 / IT employee

During my study I joined the Collecting agency as a callcenter employee. I developed myself to have multiple roles withing the organization. From teamlead to IT support and Business Intelligence expert. He has proven himself to be a valuable member of the IT team, that was able to pick up many different trades.

Highlights: Business Intelligence, Webdesign, Operational maintenance, Building new application, Novel Server Upgrade

August 2003 - June 2008 / BI Developer / Crystal Reports Expert
In his function as an IT employee at the 'Nationaal Incasso Bureau BV' Markus has developed himself into the reporting specialist he currently is. Markus has created many different and varied BI-reports, from special requests for customers to information requests for management and board. He was responsible for the entire project, from information analysis to designing the reports till presenting the final reports. For creating the reports Markus used Crystal Reports and more recently Business Objects as well. Some of the reports made by Markus are related to Data Mining. Examples are reports based on historical data such as a revenue analysis of customers and employees or historical trend analysis overview for costumers.

Highlights: Development, Business Intelligence, Crystal Reports/Business Objects, Testing, Universes, Clipper, Advantage Database

May 2001 - June 2008 / IT specialist
In 2000 I started as IT specialist at NIB. I started parttime and after a few year full time. I supported the IT manager with several tasks. We supported 4 different companies - Collecting National (NIB Incasso) - Collecting International (TCM) - Legal collcting (NIB Juristen) - Communication/Advertising (NRB cc). As IT support we maintained all workspaces, servers and telecom. I made sure backups was taken care off, provided support with workplaces and we both supported the mailroom. Furthermore I setup the intranet and helped in two major projects. A novell upgrade and business application build with an external vendor.

Highlights: Novel/Groupwise, Windows 95 workplaces, Xoops/Drupal, Clipper Application, Advantage database

January 1999 - May 2001 / Teamleader Call center Collections

Markus was working as an employee for the Call Centre at the National Collection Agency and worked from 13:00 to 21:00. The team leader changed departments from Collections to Legal and we were confronted with a team without direct leadership.

Markus was asked to perform this task. His responsibilities were to ensure the quality and productivity of the group. Markus served as a source of information and helped in difficult cases.

Led by Markus, the evening shift achieved good results and they were able to free time to help with the backlog of employees who work during the day.

This was the first introduction to leadership for Markus. He found that the ability to help and guide the staff was very satisfactory.

Highlights: Teamlead, Knowledge sharing

PUBLICATIONS

📰 The CISO's guide for implementing devsecops in the enterprise
Published in 2023 by DevOn

Take your organization's security to the next level with "The CISO's Guide for Implementing DevSecOps in the Enterprise." This book will equip you with the knowledge and strategies you need to seamlessly integrate security into your DevOps practices, ensuring that your systems and data are protected at every step.

</> Resume Automation
Published in 2022 by Devon (Internally)

Codify creation of resumes based on json files and an azure pipeline!

🎓 DevOps Engineering Bootcamp
Published in 2022 by DevOn

Continuous Delivery is a software development approach where teams produce software in short cycles, which ensures that the software can be released reliably at any time. It focusses on building, testing and releasing software fast and frequently. The main goal of Continuous Delivery is to make deployments (no matter if it's on a large- or small scale) as boring and as predictable as possible. This way, deployments become routine affairs and can be performed on demand.

📰 High Performing DevOps Enterprises
Published in 2021 by DevOn

Today, terms like high performing and DevOps are very common in any IT organization. But what does it really mean to be high performing? What challenges can you expect along the way? And what role does DevOps play? This book is an essential resource for any technology leader, whether you are already on the path towards high performance, or just getting started.

🎓 Certified DevOps Essentials
Published in 2020 by ISQI

The internationally recognized certification for the Certified DevOps Essentials will help set the stage for organizational transformations in software development. DevOps is about removing the barriers between traditionally siloed teams, development and operations. Under a DevOps model, development and operations teams work together across the entire software application life cycle, from development and test through deployment to operations. This tool-agnostic certification helps to understand the principles and practices used within DevOps adoption throughout the journey. It will also serve as a base for future Certified DevOps trainings and certifications.

🖥 ModX Websites
Published in 2011-2018 by Maninc.NL

A large portfolio in websites. All build in ModX CMS using HTML; CSS; PHP and JavaScript.

REFERENCES

"A cuddly bear on sneakers, that's what is coming to my mind when I am think about Markus. A great guy with extensive technical, but also great soft skills. Always time for a talk, always time for advice. I had the pleasure to work with Markus as a CICD coach where we both were convinced that CICD was mainly a

mindset thing instead of implementing some tools. A we also had some great fun producing our vlogs :-)

Markus is a great coach with an eye on difficulty of change, who will help every origination to the next level of development."

~ Francis Welbie ~

"Over the last two years I have got to know Markus as a passionate and inspiring consultant. His primary focus is on mindset and behavior regarding the subjects Agile Way of Working, Software Development and CI/CD and what the individual can do to help in the transformation.

What I appreciate mostly about Markus is his ability to transfer his knowledge to the team and connect with the team in an enthusiastic way.

My teams have benefited from this on multiple occasions. Hope to continue our way of working with you!"

~ Alexander Rodenberg ~

"De afgelopen twee jaren heb ik intensief samengewerkt met Markus. In eerste instantie als analist en DEVOPS engineer met als doel bijhouden van de bestaande User Access applicatie en kort later voor de opzet van de nieuwe applicatie. In die tijd heb ik gemerkt dat Markus een vrolijke kant en een zeer serieuze kant heeft. Vrolijk bij binnenkomst en als hij merkt dat de spanning wat te hoog wordt binnen het team. Serieus als er problemen zijn of als de schouders eronder gezet moeten worden.

Als tweede hebben we gemerkt dat Markus een natuurlijk leiderschap over zicht heeft. Na verloop van een aantal maanden hebben we gevraagd of hij scrummaster wilde worden. Op dat moment laat Marcus ook duidelijk zien dat hij een extra verantwoordelijkheid op zich kan nemen. Duidelijk in de lead, trekt en duwt hij aan zijn teamleden om er voor te zorgen dat de opdrachten die er zijn, ook goed worden afgerond. Als tweede ook tijdelijk als Product owner. Hierbij waren het niet alleen de teamleden, maar ook meerdere teams die betrokken werden. Tevens de afstemmingen met de diverse stakeholders. Niet helemaal van een leien dakje, maar daarvoor was de druk m.b.t. oplevering ook te hoog.

Al met al vind ik Markus een allrounder, die zoals ik hierboven al schrijf, op vele vlakken in te zetten is. Markus is niet alleen een harde werker maar ook een fijn mens en prettig om mee te sparren."

~ Hans van Dam ~