

Resume Kris Hayward

Company: KHITSMC
Location: Cruquius, The Netherlands
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Introduction



Hi my name Kris Hayward and since 2017 I work as a freelancer IT consultant, to assist businesses with IT service management queries and the delivery of IT projects.

Achieving success and delivering quality depends on things such as a good and clear communication, collaboration between teams and members, and use of a standardized work method.

To deliver the result desired, I trust and use my experience from previous work and the lessons I have learned over the years.

The method used are based on recognized best practice frameworks and standards. This also helps the collaboration with internal / external partners and delivery of IT services and products.

Profile

- **Functions:** IT consultant, project manager, process analyst
- **Skills:** IT Service Management, Project management, Analytical person, Creative, Service-focused, Helicopter view
- **IT Service Management:**
 - IT process management (COBIT, ITIL, USM); workflow models (BPMN); assessment models; conducting IT assessments (COBIT/ITIL, IT finance, ISO 27001).
 - Business & IT catalogues, service and business proposals, SLAs, SoWs,
 - IT operating, organization, and service strategy models; processes and procedures; skills matrix, service, and tool instructions; surveys; sales-pipeline; profiles.
 - Support Magic, Remedy, Digital Workflow, CA Service Desk, HP OpenView, SNOW, MS Vision, ARIS, iServer, Power BI, SPO/SharePoint, MS Teams, MS Office, PowerPoint, Teams, SharePoint
- **Frameworks & ISO Standards:**
 - COBIT, ITIL; PRINCE2; USM
 - ISO 9001 Quality Management; 20.000 Service Management; 27K Information Security Management, 31000 Risk Management

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Work highlights (2016-2023)

IT consultant / Process Analyst

As an IT consultant, I assist businesses with various questions in the areas of IT service management and information security management. I provide advice and guidance to optimize the efficiency and effectiveness of IT services and to ensure it operate in a secure environment.

Work carried out:

- Implement, optimize, and improve IT services and practices: order-2-billing cloud services, IT asset management, configuration management, event management, major incident management, change management.
- Preparing and conducting IT sustainability assessments (COBIT, Finance, ISO27001).
- Information security workshops, preparing information security audits (I/E), supporting clients with improving their information security controls, creating supporting materials.
- Create operating excellence and organization models, business proposals and SoW's, assisting with the IT (*security*) strategy plan; sales-pipeline; workshop materials.
- Application support, Creating work material for new cloud operations department.
- Management dashboards (Excel, SharePoint, Power BI), Business-IT profiles.

Project manager

As a Project Manager, I support businesses with the management of IT projects to ensure these are delivered on time, within budget, and in line with the business requirements.

Work carried out:

- Cloud IT Operations (set up new organization, ITSM documentation); Cloud landing zone feasibility study.
- IT sustainability assessment (EMA region): IT maturity, IT Finance, and ISO 27001
- SAP data archiving, SAP company code creator
- Version upgrade Large File Transfer, new business solution ESEF, feasibility study for various business services
- IT landscape overview, IT demerger, AD domain migration.

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Other achievements

- **Projects:** IT Finance process and reports, Measure allocated storage, CMDB & Interfaces (2011-2010), Request fulfilment (2009) - SAS v9 (2003)
- **Process:** Configuration management (2018, 2012-2013, 2010-2008) – Request management (2011-2005) - IT asset management practice & SME (2011-2005) – Change management (2005 – 1999)

Functions fulfilled

- **KHITSMC:** Business owner (2017-today)
 - **KPMG International (via ITNL):** Project manager (2018-2023) - IT Consultant (2020-2023) - Technical writer (2020) - IT process analyst (2018-2020) - Security manager a.i. (2017) - IT process analyst (2016-2017)
 - **Air France-KLM:** IT process analyst (2018)
- **Hello:** Customer representative (2016).
- **Manpower:** Process manager (2012-2013) - Administrator & Database tester (1999).
- **EDS/HP (multiple accounts: ABN Amro, Aegon, Ahold):** Project manager (2009-2011) - process manager (2007-2011) - Quality assurance analyst (2003-2007) - Change & Incident coordinator (2002-2003).
- **ABN Amro:** Change & Incident coordinator dealing room (2002-2003) - Change manager & Move coordinator (2000-2002) - Process coordinator (1999-2001).

Education & Training

- **Professional training:** 2019 ISO IEC 27001 Foundation, 2013 Lean Six Sigma White Belt, 2013 ITILV3 Service Transition, ITILV3 Release, Control & Validation, 2012 ITILV3 Foundation, 2004 PRINCE2 Foundation, 2002 ITILV2 Foundation, 2001 Communication techniques & skills, 2000 Communication skills.
- **Education:** 1999 MBO PDI 1, 1996-97 MBO MBI, 1995 MBO Basic knowledge automation, 1994-95 MBO Zeefdrukker, 1990-94 MAVO.
- **E-learning:** 2020 Azure Fundamentals, Cybersecurity awareness, Making Quick Decisions, 2019 GDPR and Data Privacy Expert, Become a Project Manager, Become a Project Scheduler, Operations Management, Document Retention and Data Management, Stay Lean with Kanban, Six Sigma Foundation, DevOps for ITIL® Practitioners, DevOps Foundation: ISO 20000, IT Security: Policies and Resources, Symmetric Cryptography Essential, Security Frameworks, Cybersecurity Foundation, IT Security: Core Concepts, AI Foundations: Neural Networks, AI Thinking Machines.