

CV Kris Hayward

ITSM Consultant, Project Manager and Document Writer.

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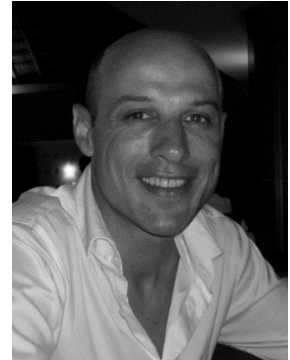
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INTRODUCTION

Hi, I am Kris Hayward and active in the IT industry since 1998 in various roles and functions. As a freelancer I help companies and organizations with various IT service management issues, information security, and the delivery of IT projects.

The work methods I use are based on recognized best practice frameworks and standards such as COBIT, ITIL, PRINCE2, USM, ISO/IEC 20000-1 SMS and 27001 ISMS. The use of these methods facilitates the collaboration with internal and external IT partners and the delivery of IT services and products.

IS HIRED AS

Expertise: Project management, IT service management, interim management

Type of clients: Banks & Insurance, IT service providers, Telecom, Retail, Aviation, Professional services, Startups.

CASES

Case 1: Firm region technical demerger (2022), KPMG EMA RDC, 10 months, KPMG PM methodology, project manager, manage-direct-report, firm exit (IT component) within the critical period, and migration of the remaining countries (firms) to a new AD domain in accordance with the customer and steering committee.

Case 2: New business application (2020), KPMG EMA RDC, 6 months, KPMG PM methodology, from drawing up the business case to onboarding of EU firms, meet minimum required customers' target.

REFERENCES

Reference 1: *can be provided on request.*

Reference 2: *can be provided on request.*

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FREELANCE ASSIGNMENTS

IT Process Specialist (2023): Stater NV, Documenting the IT delivery processes and associated controls to meet the information needs of the various auditors.

Project Manager (2021-2023): KPMG EMA RDC PMO, 24, delivery of IT projects – Firm regional technical demerger, implementation of new business application, version upgrade, sustainability assessment, global initiatives.

IT Consultant (2021-2023): KPMG EMA RDC, supporting the information security department and EMA firms, preparing audits, creating service documentation.

Project Manager (2019-2020): KPMG EMA RDC PMO, delivery of IT projects – implementation of new business applications, SAP business code & data archives, global initiatives.

IT Process Analyst (2019-2020): KPMG EMA RDC, supporting the information security department and EMA firms, and IT operations, conducting Cloud landing zone feasibility study.

Technical Writer (2019-2020): KPMG International, creating Cloud computing IT operations documentation, and describing various IT processes and procedures.

IT Process Analyst (2018): Air France-KLM, improvement of configuration process, information, and reporting.

IT Process Analyst (2018): KPMG EMA RDC, carrying out EMA region-wide assessment (COBIT Maturity, Finance, ISO/IEC 27001 Information Security), and supporting the information security department and EMA firms.

Information Security Manager ad int. (2017): KPMG EMA RDC, handling nonconformities, security incidents, and improvements.

IT Process Analyst (2016-2017): KPMG EMA RDC, developing a self-assessment model for all EMA firms (COBIT Maturity, IT Finance, ISO/IEC 27001), guiding the process and supporting the firms, analysing of the results, and preparing the final report (region & firm level).

ACHIEVEMENTS

IT-processes: Change & request management, IT-asset & configuration management, event & incident management, risk & security management, IT-continuity management.

IT-projects: Feasibility study for new business solutions (2022-2023), Firm region demerger (2022), AD migration for multiple firms (2022), application version upgrade and migration (2021), Introhive (2022,2020), implementation new business solutions (2019, 2020), SAP data archiving (2020), SAP company code (2019), SAP company code automation (2019).

Other achievements: Sales-pipeline & dashboard, IT sustainability self-assessment model (COBIT, IT Finance, ISO/IEC 27001), Power BI/Excel management rapportage, information security workshops, Cloud landing zone, ISO/IEC 27001 audits, IT-operations documentation, SoW, service agreements.

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OTHER

Functions

KPMG International & EMA RDC (via ITNL): Project manager (2019-2023), IT Consultant (2021-2023), IT-Process analyst (2018-2020), Technical writer (2019-2020), Security manager ad int. (2017), IT-process analyst (2016-2017)

Air France-KLM (via YER): IT-Process analyst (2018)

Hello: Customer representative (2016).

Manpower: Process manager (2012-2013) - Administrator & Database tester (1999).

EDS/HP (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).

Achievements

IT-processes: Change & request management, IT-asset & configuration management, event & incident management, IT-continuity management, risk & security management, catalogue management

IT-projects: CMS/CMDB implementation (2010-2011), IT finance process & reporting (2010), Meten van de allocated storage (2011), request fulfilment process & tooling (2009).

Other achievements: Sales-pipeline & dashboard, IT sustainability self-assessment model (COBIT, IT Finance, ISO/IEC 27001), Power BI/Excel management reporting, information security workshops, Cloud landing zone, ISO/IEC 27001 audits, IT-operations documentation, technical service catalogue.

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, 2001 Communication techniques & skills, 2000 Communication skills.

Education: 1999 MBO PDI 1, 1996-97 MBO MBI, 1995 MBO Basic knowledge automation, 1994-95 MBO Screen printer, 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.