



HANS RIGTERING

AGILE AND ACCOUNTABLE

CALL ME

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PERSONAL

Name Hans Rigtering
Nationality Dutch
Languages English, German, Dutch

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EDUCATION

Masters MSc Knowledge Engineering
Bachelor HEAO-BI (BEc ICT)

CERTIFICATIONS

[Certified Scrum Master \(CSM\)](#)
[Certified Product Owner \(CPO1\)](#)
[Safe Agilist](#)
 Agile Coaching (CG)
[Advanced Leadership](#)
[IPMA C](#)
[PMI PMP Project Management Professional](#)

EXTRACURRICULAR

Mentor Startups @ [StartupBootCamp](#)
[IPMA](#) Assessor

ONLINE PROFILE

Twitter
www.twitter.com/jemrigtering
LinkedIn
www.linkedin.com/hansrigtering

TIMELINE

- 2019 ● **Agile Coach**
Rabobank, Utrecht
- 2015 ● **Productowner**
ABN AMRO Bank N.V.
Amsterdam
- 2013 ● **Center of Expertise**
Program and Projectmanagement
- 2012 ● **Projectmanager Insurance**
- 2010 ● **Head of BCCM**
Private Banking
- 2008 ● **Projectmanager IT**
Global Channels
- 2005 ● **Head of Access Online Migrations**
Corporate Clients
- 2000 ● **Head of IT**
International Trust Affairs
Amsterdam, Netherlands
- 1999 ● **Business Consultant**
International Division
- 1997 ● **Manager PP & EMTN**
Investment Banking Operations
- 1996 ● **Knowledge Engineering**
Consultant Rabofacet, Zeist
- 1994 ● **Consultant**
CIBIT, Utrecht

ABOUT ME

People I have worked with describe me as result-driven, with skills to motivate staff, analytical and stress tolerant; communicative and customer orientated.

I have a solid background where IT and business meet, especially in areas of Transition and Migration programs with agile working at its core.

Most of all I like to work with a team of professionals in an international environment. I experience the same as mentor of fintech startup at StartupBootCamp.

My career choices are closely related to my internal drivers, that all boil to the same: getting results and acquiring knowledge to share with others facing similar challenges.

All in order to bring value to the organization and its customers.



TIMELINE

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2015	Productowner ABN AMRO Bank N.V. Amsterdam
2013	Center of Expertise Program and Projectmanagement
2012	Projectmanager Insurance
2010	Head of BCCM Private Banking
2008	Projectmanager IT Global Channels
2005	Head of Access Online Migrations Corporate Clients
2000	Head of IT International Trust Affairs Amsterdam, Netherlands
1999	Business Consultant International Division
1997	Manager Private Placements & EMTN Investment Banking Operations
1996	Knowledge Engineering Consultant Rabobank, Zeist
1994	Consultant CIBIT, Utrecht CDE, Berne, Switzerland ISRIC, Wageningen

RESPONSIBILITIES AND ACHIEVEMENTS

Responsibilities and achievements: Lead transition from traditional to agile way of working within Risk Management, Data Analytics.

Responsibilities and achievements: Productowner Client Processes (KYC) and Generic Components including business ownership Enterprise Content Management; business representation in developing digital strategy and program board GDPR. Data Quality Manager responsible for all data quality issues, including issue and incident management, Connecting the Chain (connected compliancy). Productowner FBS (Client File) Recovery, acting Scrum Master for various ECM and KYC teams in transition.

Responsibilities and achievements: Chair for IPMA 2014 World Conference Best Practices program, teaming with Ballast Nedam, TNO, Finext, NS, Schiphol Group, NN and others. The three-day congress in Rotterdam was attended by 1,000 project professionals from over 70 countries. For ABN AMRO: Realizing a successful project professionalization program for over 600 project professionals

Responsibilities and achievements: Replacing multiple legacy insurance systems by a multi-channel "Anno Nu" solution. Main challenge: engaging stakeholders across three different companies all working according to own best practices on architecture, business process management and SCRUM front-end development. Replacement and decommissioning of AIR and introducing new multi-channel solution for three life insurance products.

Responsibilities and achievements: Member of Migration Program Board. Responsible for the transition of Fortis Mees Pierson to Private Banking Netherlands for the domains: markets, client profiling and communication and incident handling, problem management and change management including business contingency planning. Setting up and leading the Business Command Center Migrations team, successful implementation and smooth transition into business as usual.

Responsibilities and achievements: Various projects including Legal Demerger for Transaction Banking NL and team lead client profiling and service level agreements for the Access Online Cloning project.

Responsibilities and achievements: Building the Access Online NL migration team, significant cost savings and cut in through-time (over 70 percent) through a.o. Lean Sigma, realized cross-BU initiatives for streamlining migration processes, migration of 1120 corporate clients from BSI to Access Online, migration of 600 SME and corporate clients from OfficeNet Europe to Access Online.

Responsibilities and achievements: Member of the Trust Netherlands Management Team, Operational management of the IT department, International project management, IT disentanglement; Implementation of IT Governance, Worldwide replacement of back-office system, realized implementation of payment interface. Realized the Trust Application Strategy - including vendor selection, set-up disaster recovery, full implementation of ITIL Services Tool, CMMI Upgrading Amsterdam IT Team

Responsibilities and achievements: Member of O&I Management Team. Applying Knowledge Management techniques in supporting the Treasury Sales process for Western European Treasuries, including realizing a proof of concept. Also realized the procedural infrastructure for Treasury Europe.

Responsibilities and achievements: Operational management of the department (12 FTE) re-establishing communication between front-office and back-office. Business Process Redesign of back-office processes. Business Continuity Planning for Investment Banking Operations, Product Manual Project. Realized the six-week Entry Level Program - Business Support.

Responsibilities and achievements: Converting the "Rabobank Handelsrisicomanager" to the internet; IFAS (Integral Financial Advisory System) development and maintenance

Responsibilities: For ISRIC and CDE on behalf of the United Nations Food and Agriculture Organization (FAO), developing a storage solution of soil conservation approaches and techniques worldwide. For CIBIT developing the SDF System Development framework for modelling knowledge-based systems as an add-on to the System Development Workbench.