CAROLIEN DE KORT
Transformation Consultant

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Attitude

Curious by Nature.
Driven by Default.
Together we Thrive.
There is always a solution.
Constantly Learning.
Fascinated by Life.
The Truth is is better.

About me

With a personal authentic style, highly adaptive, an enormous energy, a sensible entrepreneurial, a thought servant leader, a strong bridge builder, intuitive proactive, complex problem solver, continuous improver, influential at all levels, negotiates to get things done, long lasting team and relationship builder, enthusiastic facilitator, strong in coaching, loves teaching and sharing knowledge,

Fascinated by IT and business transformations, passionate about making happy and productive workplaces all over the world.

With these values I go to work; Commitment to succeed, in work that adds value to people and the world, with trust and personal responsibility.

WORK EXPERIENCE

2018-2019   IBM Agile Expert
Customer: Department of Defence (bid)
Mythologies used: System- Design- Thinking & SAFe
- The customers wish is to transform their organisation and IT.
- I developed and held several workshops using Design Thinking techniques, to work with the customer to get a clear view on how they wanted to shape their organisation and IT landscape so that the team could place a valuable bid.
- Helped the bid team to understand the SAFe mythology in order to be able to win the bid.

2017-2018   IBM Agile Executive Management Coach
Mythologies used: Scrum, Design Thinking
- Coached the Delivery Executive management team ($600m budget, 3500 employees) to integrate the Agile principles, values & practices in their management system.
- Taught the executive management team to work with Enterprise Design Thinking "user journey" techniques.
- Acted as scrum master for this team, facilitated sprints, retrospectives, sprint reviews & impediment removal.
- Coached the executive management team on how to best hold daily scrum & manage their Product & Sprint Backlog in Trello.

2016-2017   IBM Agile Teacher
Mythologies used: IBM Agile model based on Scrum & LeSS
- Created and gave several large Agile education sessions with workshop break outs, to teach 750+ employees Agile techniques such as; retrospectives, daily stand-ups, backlog management, iteration planning, wall of work, social contract, smash, mood marbles etc, velocity, burn-up charts etc.
- Educated 100+ employees to use Slack, Trello, Mural & Zoom.
- Acted as scrum master for the team that assisted in giving the workshops.

2015-2016   IBM Agile account Transformation Leader
Customer: ABN AMRO
Mythologies used: Scrum & LeSS
- Worked with account management team on a strategy to transform to an Agile organised way of working.
- Worked with the customer to align strategies and working methods. I created several design thinking workshops so that we could uncover the needs of the customer and create a mutual understanding.
- Helped implement the strategy by coaching the teams and account management.
- Helped create a scaled organisation model that integrates with the customers changing organisation, to move from traditional IT organised teams towards CI/CD. With use of Design Thinking workshops and ticket data analysis.
- Acted as scrum master for the account team.

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EDUCATION

2021
PSM I

2014-2019
IBM's Agile model is based on Spotify and LeSS using LEAN, Design & System Thinking
IBM Agile academy;
• Agile Team Coaching & Facilitating
• Agile Leadership & Strategy
• Agile Iteration Manager
• Agile Product Ownership
• Agile Program Fundamentals
• Agile Operations Fundamentals
• Taste of Agile
Enterprise Design Thinking
Intermediate level IBM academy;
• Cloud, Analytics, Security & AI

2010-2014
Leading@IBM
Professioneel Coachen
Lean & Six Sigma

2005-2010
Project management@IBM
Talent development program
7 habits of highly effective people

1998-2004
Lotus Domino administration R4-8
Lotus Domino Development R4-8
Networking essentials
Windows
OS400
Linux
Customer Focus
Acquiring new customers

1989-1996
HBO Information Science 1st year
HAVO Higher secondary education

WORK EXPERIENCE

2014-2015   IBM Agile Iteration Manager (Scrum master)
Customers: UWV & ABN AMRO
Mythologies used: Scrum & LeSS
• Coached two teams of 10 people in the Agile way of working, values, principles & practices.
• Facilitated team sprints, retrospectives, sprint reviews & impediment removal.
• Coached the teams on how to best hold daily scrum & manage their Product & Sprint Backlog in Jira.

2010-2014   IBM Business & People Manager
($5m budget, 30 employees)
Customer: ABN AMRO
Mythologies used: Lean & Six Sigma
High level goals:
• Improve performance by 30% & offshore 80% of the activities.
• Ensure contractual service is met within set budget and customer satisfaction is at least "Delighted".
• Foster team work and inclusion, provide employee feedback to grow performance, establish clear performance guidelines aligned to IBM's strategy, Market and local performance goals.
My contribution:
• Coached employees to transform to be LEAN organised.
• Facilitated several value stream mapping workshops to identify waste and the solutions to eliminate them.
• Coached the team to implement the new workflow and to embrace the culture of continuous improvements.
• Created a detailed knowledge transfer plan together with the team and coached them to transfer their knowledge to our Indian colleagues.
• Held regular meetings with customer counter part to insure customer satisfaction remained "Delighted". If there were any issues insured followup together with the team.
• Coached individual employees to embrace ongoing organisational changes, to work together as a team including their Indian colleagues and to grow in their future technical skills.

2018-today   Queen Ferment Founder & Owner
High level goal: Start a company that sells and develops pro & pre biotic foods and drinks that adds to the micro-biome diversity.
My contribution: Developed and implemented the companies business management- financial-, process- and production-system. Developed and produced a line of 18 products including the scalable recipes, labels, marketing & sales strategy.

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Competencies

Competency	Rating
Analytic	●●●●●●●○○○
Creative	●●●●●●●●●○
Communicative	●●●●●●●○○○
Innovative	●●●●●●●○○○
Team player	●●●●●●●●●○
Coaching	●●●●●●●●○○
Mentoring	●●●●●●●●●○
Leadership	●●●●●●●●●○
Entrepreneurial	●●●●●●○○○○
Strategic thinker	●●●●●●●●○○
Visionary	●●●●●●○○○○
Facilitator	●●●●●●●●●○
Self aware	●●●●●●●○○○

Worked industries

HOBBY'S

WORK EXPERIENCE

2008-2010   IBM Team Leader Wintel
High level goal: Offshore 80% of the activities while contractual service is being met.
My contribution:
Goals achieved by; Guiding team members in creating and executing a project plan for transferring the activities abroad. Created extensive Run Books & RACIs together with the engineers. Guided engineers in the transfer and documentation of their knowledge. Key Performance Indicators prepared and presented to management on a daily basis.

2006-2008   IBM Technical TL e-Mail & Collaboration
Customers: Mitsubishi, Hagemeyer, Pon, Delta Lloyd
High level goal: Guide the team in automation and standardisation.
My contribution: Trained team members in automating repetitive activities and creating standards for implementations and new business deals. Designed and implemented the daily team huddle to quickly discuss priorities, escalations and KPIs with the team. The created "visual board" was automatically shared with higher management.

2005-2006   IBM Technical Solution Architect
Customer: ABN AMRO
High level goal: Make the technical design for the new mail environment.
My contribution: Created the Technical design of the new mail environment based on windows machines. Set up an implementation team so that the roll-out & migration could take place.

2002-2005   IBM Application Engineer
Customers: Mitsubishi, Hagemeyer, Pon, Delta Lloyd
High level goal: Administration, renewal and setup of Lotus Notes Domino server environments on different operating systems for several European customers
My contribution: Besides performing the standard tasks, I specialised in solving critical incidents and automated several manual server tasks. Developed a standard approach for implementations and created a cross domain migration tool.

2001-2002	IBM - Application Developer
2000-2001	IBM - Business Analyst
1998-2000	CTG - Customer Service Representative
1997-1998	Dyme computers - Telephone sales
1996-1997	Verbond van Verzekeraars - Administration