

Identification

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| Name | dr. Roland Rutgers | Date of birth | September 17, 1964 |
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Profile

Architect and solution designer with a wide experience on both functional and technical sides of data platforms, business intelligence and data warehousing. A visionary with excellent analytical and problem-solving skills. International background with ability to move in academic, commercial and non-profit environments. An effective communicator within an organisation, with a dedication to customer relationships. Prizes teamwork and catalyzes synergy. Committed to quality, performance and process improvement.

More than 25 years of experience as a designer, developer and administrator of Oracle and Postgres data platforms on Unix and Windows, with a marked emphasis on serving customer needs using in-depth knowledge of building and managing complex reporting systems. Experience covers all aspects from business and information analysis to functional design, and from ETL and database development to information delivery based on user needs.

Experience includes Credit Risk Management, General Ledger, Facility management, Car Lease, ATMs, Fraud and Security, Legal affairs and Employee Contact systems. Customisation and data warehouse applications on Oracle EBS for CAK and Ziggo. Liquidity management data warehouse at Fortis and ABNAMRO, Corporate Data Warehouse at Alphabet, the data warehouse system on the Trade and Trafficking System of Viterra Agriculture, and most recently, an integrated data platform for a distributed CMS application serving BI and external interface purposes.

Fits in a role at the interface of managing/providing for stakeholder needs and shaping/steering IT delivery.

Education

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| 1998 | PhD in Linguistics, University of Leiden |
| 1992 | Master of Arts in Comparative and Descriptive Linguistics, University of Leiden |
| 1988 | Propedeutics in Italian Language & Literature, University of Leiden |
| 1987 | College, Leiden, Netherlands |
| 1986 | Corso Superiore, Università per Stranieri, Perugia, Italy |
| 1983 | Training for youth leaders, Rockanje, Netherlands |
| 1981 | Secondary School, Ede, Netherlands |
| 1974 | British Primary School, Ootacamund, South-India |

IT-training

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| 2013 | Data Vault |
| 2008 | PowerCenter - Informatica |
| 2005 | Oracle Data Warehouse Administration – Oracle University |
| 2005 | Business Intelligence Basis - Cibit |
| 2005 | Data Warehouse Architectuur Basis |
| 2004 | Data Warehousing data modelling in-depth – Cibit |
| 2004 | Data Warehousing & BI Essentials – Cibit |
| 2003 | Oracle Database Performance Tuning – Transfer Solutions |
| 2002 | DBA Fundamentals – Oracle University |
| 2002 | SQL Statement Tuning – Oracle University |
| 2001 | PL/SQL – Oracle University |
| 2001 | Unix fundamentals |
| 2001 | BusinessObjects Designer & Supervisor – Business Objects |
| 2001 | Functional Design – Cap Gemini |

Other training

2005 Business English
2004 ITIL process management
2001 Prince 2 project management

Operating Systems

UNIX – Solaris (Sun), AIX (IBM RS/6000)
Windows NT/2000/XP/Vista/7/10 etc (PC)
System 6 - 9, MacOS X 10.1 - 10.13 (Apple Macintosh)

Databases

Oracle RDBMS 7/8/8i/9/9i/10g/11g/12c/19c
Microsoft FoxPro
FileMaker Pro
SQL Server

Tools

Oracle E-Business Suite (Financials)
Oracle Warehouse Builder
TOAD, PLSQL Developer, SQL Developer
BusinessObjects Full Reporter, Designer & Supervisor up to version 6.5
BusinessObjects XI R2 Central Management Console, WebI & DeskI, Designer
Informatica PowerCenter up to version 9.5
SAP Data Services
Oracle database utilities import, export, SQL*Loader
Oracle SQL*Plus
MS FoxPro, Access
FileMaker Pro
Symantec C++, THINK class library
Visual Basic for Applications (Access, Word, Excel)
RealBasic
UNIX shells
PowerDesigner
MySQL

Programming Languages

SQL & PL/SQL
C & C++
Java & JavaScript
HTML
XML
Pascal
Basic & Visual Basic for Applications
DOS-batch scripting
Unix-shell scripting
Applescript

Theoretical background

The Data Warehouse Lifecycle Toolkit, Ralph Kimball e.a., Wiley and Sons, 2008
Handboek Financiële Markten; deelmakten, producten, spelers en risico's, Jac Besuijen en Pieter van Hoeken, NIBE-SVV, 2011

Employment history - overview

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| 05/2009 – today | Abel Intelligence, Alphen aan den Rijn Independent Data Warehouse Specialist |
| 03/2009 – today | BlueGreens Nepali Tea Importers Owner |
| 04/2011 – today | Kanikhap Linguistic Consultancy Researcher and consultant for language description, development and teaching |
| 01/2008 – 04/2009 | Scamander Solutions B.V., Nieuwegein Oracle DWH and BusinessObjects consultant |
| 08/2007 – 12/2007 | Abel Intelligence, Alphen aan den Rijn Independent Data warehouse Specialist and Oracle/BO Developer |
| 03/2002 – 07/2007 | ING Netherlands, Amsterdam BusinessObjects consultant and Oracle developer/DBA at Ops&IT/AWB/AM DWH |
| 12/2000 – 03/2002 | ING Netherlands, Amsterdam BusinessObjects developer at ITC/Softwarehuis |
| 04/1993 – 09/1998 | Department of Comparative Linguistics, University of Leiden Researcher with the Himalayan Languages Project |
| 12/1986 – 06/1991 | Various hands-on jobs, Leiden, Bodegraven Andrélon, Academisch Ziekenhuis Leiden, cleaning companies |
| 07/1985 – 09/1985 | Koninklijke Bibliotheek, Den Haag front office employee (civil service) |
| 07/1983 – 06/1984 | Stichting Jong and Vrij, Rockanje youth leader and student internship supervisor (civil service) |

Work experience projects & maintenance

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| Period | November 2020 – October 2025 |
| Company | BMW Financial Services, Breda |
| Project | Implementation of an integrated data platform for a newly built distributed CMS web application; |
| Role | Architect and solution designer; technical and functional lead; manager of stakeholder requirements and customer care; |
| Business Value | Unlocking and exposing data from a Java web front-end for Business Operations and Analytics; serving downstream stakeholders from business and head-office with a single point of contact for their data needs; aligning interests and streamlining work among feature architects and developers of the data platform; implementing and guarding data quality demands |
| Responsibilities | <ul style="list-style-type: none">– Designing and building an integrated data platform for data from 25+ services– Removing obstacles for stakeholders created by a previous setup– Rebuilding relationships and trust among stakeholders and their teams;– Advising on solution directions with program managers and product owners– Overseeing work among a team of analysts and developers– Providing the basic know-how, standards, documentation and approach to development and enhancement of the platform;– Up-scaling of the platform in view of onboarding multiple subsidiaries and their market data; performance design and tuning; operational maintenance– Developing manageable extraction/flattening solutions for JSON data structures |

from front-end JAVA applications
– Tools: Postgres 11-16; DBeaver; Git, Kubernetes, ArgoCD, WSL, Liquibase, Docker, Visual Studio Code, Linux

Period February 2016 – January 2020
Company Glencore/Viterra Agriculture BV, Rotterdam
Project Expansion and upgrade of the Glencore Oracle Data Warehouse;
Role Senior BI specialist responsible for DWH architecture, functional and technical analysis of user requests, and leading and managing team development work
Responsibilities
– Rebuilding and expanding the Currency Risk application in the Oracle Data Warehouse; this was previously built in an SAP Data Services environment
– Expansion and enhancement of various data streams pertaining to trades, such as physical and financial trades for Treasury and Accounting departments;
– Analysis, design and construction of various new data streams such as Credit Risk en Accounting Profit & Loss;
– Guarding and improving operation and performance of the data warehouse;
– Maintenance and migration of the SAP Data Services application which was scheduled to be phased out;
– Tools: Oracle 11g, 12c, 19c; PL/SQL Developer; SAP Data Services

Period June 2013 – January 2016
Company Alphabet BV, Breda
Project Re-establish LDW & Enhance LDW & Remarketing & BynxFleet Reporting Database;
Role Data Warehouse & Oracle & PowerCenter Specialist
Responsibilities
– Analysis, design and development of the Lease Data Warehouse, an information system for international risk reporting; processing new and extended data requests; re-establishing the warehouse and adding data marts; optimising and guarding performance;
– Building of PowerCenter interfaces on contract management systems for Remarketing assets;
– Analysis and design of the future warehouse and data store for international data exchange requests and reporting;
– Design and development of 4 replicating Oracle environments containing international lease contract management information for operational reporting and the data supply for a Business Intelligence warehouse;
– Tools: Oracle 11g, 12c; PowerCenter 9.5; PL/SQL Developer

Period December 2012 – April 2013
Company Coöperatie VGZ, Arnhem
Project Identity and access management: developing ETL interfaces from critical company systems to SailPoint IIQ;
Position ETL developer
Responsibilities
– Analysis, design, development and testing of interfaces built in Informatica PowerCenter 9.5;
– Tools: Oracle 11g; PowerCenter 9; PLSQL Developer; ITSM;
– Project methodology: Agile.

Period September 2012 – November 2012
Company Coöperatie VGZ, Arnhem
Project BI Dataverzameling: changes on various warehouses involving data from Oracle Health Insurance and subsidiaries.
Position ETL Developer
Responsibilities
– Analysis, design, development and testing of changes on PowerCenter ETL, Oracle datamarts and BOXI universes;
– Tools: Oracle 11g; PowerCenter 8.6; BusinessObjects XI Release 3; PLSQL Developer; ITSM.

Period March 2010 – June 2012
Company Fortis and ABNAMRO, Amsterdam
Project Liquidity system: development of interfaces, database and reports
Position Consultant, analyst, designer, developer and tester
Responsibilities

- Design, development and test of interfaces and ETL using PowerCenter and Oracle;
- Extension and improvement of Oracle DWH containing liquidity information, both functionally and technically;
- Development and implementation of BO universe and reporting environment of liquidity management system;
- Data analysis of reports for ABNAMRO Liquidity Management;
- Tools: Oracle 10g; PowerCenter 8.6; BusinessObjects 6.5; Toad.

Period September 2009 – December 2009 and March 2010
Company Intratuin Nederland, Woerden
Project BusinessObjects reports on MS Dynamics AX
Position Consultant and developer
Responsibilities

- Specifying requirements and writing functional design for reports on Dynamics AX ERP system;
- Writing technical design, development, test and implementation of approximately 20 reports on revenues, crediting, inventory, purchase and sales.
- Tools: BusinessObjects XI R2 WebI; Dynamics AX; SQL Server Management Studio

Period April 2009 – August 2009
Company BlueGreens, Alphen aan den Rijn
Project Customised financial database
Position Consultant and developer
Responsibilities

- Database design for transaction and financial administration;
- Development, test and implementation of purchase, sales and inventory modules, journal and ledger administration.
- Tools MySQL, FileMaker Pro

Period October 2008 – April 2009
Company Ziggo, The Hague
Project Maintenance and development CRM and ERP data warehouse
Position Consultant
Responsibilities

- Setting up and managing the BusinessObjects environment;
- Development of universes and reports in BusinessObjects XI R2
- Maintenance PowerCenter ETL environment
- Data quality analysis and reconciliation between Ziggo ERP/CRM and Ziggo DWH

Period July 2008 – March 2009
Company Schiphol BV Nederland, Amsterdam
Project CDW, RIS and PIMS data warehouse
Position Technical Maintenance
Responsibilities Daily technical management, solving of incidents and adaptive maintenance of Oracle data warehouse environment with Oracle Warehouse Builder and PowerPack

Period January 2008 - October 2008
Company CAK-BZ, The Hague
Project Migration of custom finance systems to EBS Oracle Financials

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| Position | Consultant |
| Responsibilities | <ul style="list-style-type: none"> – Customer report development in BI-Publisher for invoices and dunning letters: customisation of EBS standard reports and production of XML-Publisher templates; – Interface for data from receivables and invoices to MaxCredible (PLSQL customisation); – Year report of cost sharing and payments received from debtors of ‘Zorg met Verblijf’ (Oracle Reports, PLSQL and XML-publisher) – Interface by means of materialised views between Oracle Financials and custom finance application for Client Support department using current accounts (SQL) – Interface for invoicing of administrative costs through MaxCredible (PLSQL) – Automating an interface between Accounts Receivable and Account Payable using a parameter set which was to guarantee flexibility and data integrity involving periods, quantities and random abortability (PLSQL). |
| Period | October 2007 |
| Company | Municipality of Amstelveen |
| Project | Investigation on performance issues in a Centric database environment |
| Position | Consultant |
| Responsibilities | Investigating performance problems of Centric applications. Delivery of a report on load, database and OS parameters and infrastructure |
| Period | December 2000 – August 2007 |
| Company | <p>ING Ops&IT/AM DWH, serving various subdivisions within ING Nederland, such as:</p> <ul style="list-style-type: none"> – Facility Management ING Nederland – Finance ING Nederland – ING Lease Nederland – ING Bank Nederland – Credit Risk Management ING Europe – Procurement ING Nederland – Information Technology Centre – Corporate Security ING Bank – ING Legal Affairs – Postbank ATMs – Nationale Nederlanden Insurances |
| Projects | Various projects and maintenance activities. |
| Positions | Consultant / Oracle DBA and database specialist / Unix- and Windows developer / Senior database developer / Senior BusinessObjects designer and developer / Application Maintenance Technician |
| Responsibilities | <p><i>analysis and design</i></p> <ul style="list-style-type: none"> – designing star models and modelling of databases – translating functional designs to technical designs for construction of data warehouse environments; – analysis and consultancy on performance issues – functional and technical design for customisations in databases to increase performance; – functional and technical designs for interfaces – functional and technical designs for ETL-processes – analysis and design of data marts and aggregation tables – designing views and materialised views – technical design of BusinessObjects Broadcasting Agent – designing of BusinessObjects universes – designing of BusinessObjects reports <p><i>development</i></p> <ul style="list-style-type: none"> – construction of Oracle databases, views, materialised views etc.; – development of ETL functions in Unix and DOS scripts; |

- development of ETL routines in PLSQL-procedures;
- development of BusinessObjects universes;
- development of desktop and webi reports
- performance tuning of databases
- SQL statement tuning; reviews and quality control of developed procedures;
- construction of interfaces for newly required ETL processes;
- conducting peer reviews

test and acceptance cycles

- execution of system tests
- conducting of user acceptance tests
- solving user acceptance issues

external processes and interfacing

- testing and implementing various SFTP processes for delivery of data to the ING Lease data warehouse;
- designing and implementing BusinessObjects Broadcasting Agent

migrations

- migration of BusinessObjects environments from version 5.x to 6.x; testing of universes, reports and user and security layer; solving issues and implementing necessary changes;
- scenario scripts and testing of LDW database for migration from Oracle 8i to Oracle 9i;
- describing and executing migration of NT server applications to Windows 2003 Server; clean up and fresh install of application software and databases; customising schemas and renaming objects to match current standards;
- upgrade BusinessObjects reporting environment from 4.x to 5.x;

general

- maintenance and development according to version management principles
- gathering coding traditions and best practices and defining standards for the entire department;
- consulting with clients
- working according to project and process management principles Prince 2 and ITIL
- on various occasions project lead or senior project engineer

subjects

- ledger, facility management; atm; credit risk management, mortgages, lease, procurement, legal affairs, eProfit, security.

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| Tools: | Oracle 7/8i/9i; Toad; Powerdesigner; BusinessObjects; various FTP terminal tools; Oracle utilities, Access, VBA etc. etc. |
| Period | February 2001 – July 2007 |
| Company | ING Nederland, Amsterdam |
| Project | Maintenance of various data warehouse applications, such as: <ul style="list-style-type: none"> – CHAIR BusinessObjects for Legal Affairs – ORFO database and BusinessObjects environment for Facility Management – KVB BusinessObjects environment for ATMs of Postbank – SYFACT BusinessObjects reporting environment for Corporate Security – BRF BusinessObjects environment Supplier Letters Procurement – KRN data warehouse Credit Risk Management Europe – ZRK data warehouse business loans ING Bank Nederland – BBS and CDSBO employee contact information Facility Management ING – NVSELDO data warehouse Credit Risk Management Europe – LDW data warehouse ING Lease |
| Position | Technical maintenance supervisor and database specialist |

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| Responsibilities | <ul style="list-style-type: none"> – solving of incidents and conducting changes to BusinessObjects reporting environment (metadata, database, reports and security) – database administration of Oracle development and test databases RS6000; – conducting implementations on NT server; maintenance of application environment on NT server; – reporting to clients; – writing of Service Level Agreements – operational management of monthly data loads, – maintenance of Unix application environments – management and maintenance of DTAP environments for various applications: table spaces, data files, backups, performance-tuning, implementing DTAP environments for new releases, exports and imports, incidents etc.; – maintenance of coding standards and technical reviews of new or changed PLSQL source code; – review of data models. |
| Period | 1993 – 1996 |
| Company | University of Leiden |
| Projects | Glossum, TomTools and Linguistic Fieldwork Database |
| Position | Software engineer |
| Responsibilities | <ul style="list-style-type: none"> – designing and developing programs for maintaining a field work dictionary and generating glosses for interlinear texts; – designing and maintaining Visual Basic For Applications environment for formatting of interlinear glosses, automatic updating of database material in articles and essays, automated glossing of morphemes and maintenance of morpheme dictionaries; – design and development of a database environment in Filemaker and Foxpro for storing linguistic field work data. |
| Tools: | C++, VBA, Filemaker, RealBasic, FoxPro |
| Period | 1993 – 1997 |
| Company | Netherlands Institute for Scientific Research (NWO / University of Leiden) |
| Project | Himalayan Languages Project |
| Position | Post graduate research |
| Responsibilities | <ul style="list-style-type: none"> – research of Yamphu grammar through field work in Nepal; – writing and publishing linguistic papers; – presenting of papers at international congresses; – organising an international congress for linguistics in Noordwijk; – designing and conducting linguistic courses |