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PROFESSIONAL EXPERIENCE

10/2016 - current ABN AMRO Bank N.V.

Agile Coach - The Agile program (FastForward) within ABN AMRO is driving the Agile transformation of the bank. I am coaching teams in their transition to a Scrum and Kanban way of working, in collaborating amongst teams and domains and I am coaching and training management in Agile Portfolio Management and Agile leadership.

I inspire teams to create a safe working environment, to take ownership and responsibility for their work and make full use of their skills and capabilities to add value for their clients and stakeholders.

Teaching techniques and theories is no more than a first step in the process. In order to be able to make a difference as a coach, attention and guidance on mindset and behaviour is key. That is where I add maximum value: the people part of working.

06/2014 - 10/2016 ING Nederland Domestic Bank

Agile Coach / Scrum Master - As an agile coach and scrum master I guided and trained teams and individual employees in their transition to an agile way of working: decision making, working autonomously and continuously improving themselves and their team performances. I am present within the teams (coaching on the job), giving workshops to chapter leads and product owners but also monitoring the process to translate strategy into backlogs for the scrum teams.



Project manager - As a project manager I was responsible for the relocation of the ING IT campus in Amsterdam West to new locations: Acanthus and Haarlerbergpark in Amsterdam South East. Also I researched IT engineer tooling needs in the bank and led the roll out of new hard- and software for them. The third project I managed was the development of an agile toolkit into an app. This way progress of team development was registered and kept and available for research by the team and data would become available enabling the organisation to support the teams wherever needed.

01/2013 - 06/2014 Waarborgfonds voor de Zorgsector (Guarantee fund for Health sector)

Project lead - Originally the assignment was to re-write the administrative organization (AO). During the 18 months that I worked for WFZ I led the back office migration to a new IT supplier, initiated the digitalizing of the main process of the WFZ and researched the internal information need of the organization.

04/2011 - 12/2012 ING Nederland Operations and IT Banking

Project manager HR - I initiated the first bottom-up engagement program within ING in order to improve employee engagement. After the program was embedded in the organization I supported the program as a communication manager.

Project manager - Projectmanager finance en procurement of the ING Customer Experience Center (ING innovation center).

03/2010 - 04/2011 ING Nederland Operations and IT Banking

Business manager Strategy and Support - As a business manager I was responsible for operational and strategic support of level 1 and level 2 management. The main achievements were developing a personal leadership course for lean blackbelts and project managers, domain communication and project management for several events.

03/2008 - 03/2010 Sport and leisure centre Polderpoort Vlaardingen

Interim manager hospitality and events - A short term assignment to professionalize hospitality and events services of the centre.

03/2008 - 03/2010 Budelinc - design and communication

Project manager - Cleared administration backlog and introduced a system for adequate financial reporting.

03/2008 - 03/2010 Cafeteria concept "Warm"

Owner - Experimented with a new durable concept of a traditional Dutch cafeteria concept. After 1,5 years I sold the company.



02/2007 - 03/2008 Nationale Nederlanden Marketing & Sales

Project manager - In order to be able to predict insurance market volumes (premiums) we developed a tool for market estimates private life insurance.

01/2002 - 02/2007 Nationale Nederlanden Marketing & Sales

Market analyst - In a team of analysts we performed analyses of the Dutch insurance markets commissioned by the board of directors, productmanagement and marketing and communication.

Trainer / Coach - Trained as a coach to participate in the customer centricity program that was launched in 2008 in order to become the best Dutch insurance company again.

EDUCATION

2017	SAFe 4.0 Agilist (certified)
2015	professional scrum master (certified)
2014	prince 2
2012 - 2013	creatief dtp'er (diploma)
2003 - 2007	commerciële economie (propedeuse)
1988 - 1993	havo (diploma)

COURSES

2017	individual and team coaching
2004	assistent projectmanager lean ing
2003	train the trainer
2000	communication en conflict management

REMCOHOGENBIRK.COM IN SOCIETY

2013	Volunteer "Ik kom in actie, nu!" - Ministry of SoZaWe
2012 - heden	Volunteer Pameijer foundation, Rotterdam
2002 - 2012	Volunteer ING Chances for Children - UNICEF
2004 - 2005	Reconstruction efforts Sri Lanka - Thailand - Habitat for Humanity

LANGUAGES

Dutch	Native
English	Fluent

REFERENCES

Irene Helfferich	M: +31 6 41 96 66 01 - lean black belt, consultant, projectmanager ING Nederland
Bert Kampen	M: +31 6 12 55 54 25 - deputy director, lead RA Waarborgfonds voor de Zorgsector
Jasper Budel	M: +31 6 24 88 06 02 - owner budelinc bv

