

### Personal Information

Name : Jarno Horenberg  
Date of birth : May 28<sup>th</sup> 1974  
Place of residence : Zwolle  
ICT-experience since : August 1996  
SAP-experience since : December 1998

### Profile

Jarno is a highly experienced, widely employable functional consultant. Broad experience with implementations of ERP- and CRM-systems in logistics environments. Previously his focus was mainly aimed into the logistics direction; SAP SD en MM. With SAP experience at different companies and branches nationally and internationally.

Since 2005 his focus turned to implementations in the area of CRM, especially in the integration with SAP ECC. His responsibilities differ from blueprinting, to building new and existing SAP environments, to leading small project teams. He also fits the role of integration consultant, as well as in the area of Business Consultancy.

This combined experience gives him the ability to configure and advice about different user interfaces from SAP GUI, PCUI, Portal (content configuration, roles, universal work list) and the new CRM UI.

Besides the SAP certifications, SCM Order Fulfillment ECC and CRM Internet Sales, he is also a Registered CRM Professional (RCP) since 2009.

#### Characteristics:

- Good product- and market knowledge;
- Result and customer driven;
- Strong project leading and implementation skills;
- Good coaching skills;
- Good analytical insight and learning abilities;
- Swift empathy;
- Striving for quality;
- Team player;
- Creative;
- Positive motivation;
- Independent;
- Flexible adaptive abilities.

## Experience overview (detailed overview see workexperience)

### ERP / SAP expertise Customers

|              |   |
|--------------|---|
| SAP CRM      | TNT Post, Essent, Dutch Taxes, Philips, ABN AMRO Lease  |
| SAP Leasing  | ABN AMRO Lease  |
| SAP PI       | Belastingdienst, ABN AMRO Lease   |
| SAP R/3 SD   | Akzo Nobel, TNT Post, Dutch Taxes, ABN AMRO Lease   |
| SAP R/3 MM   | Akzo Nobel, TNT Post  |
| SAP R/3 WM   | Akzo Nobel, TNT Post  |
| SAP Workflow | Akzo Nobel, TNT Post  |
| SAP Query    | Akzo Nobel, TNT Post  |
| IDOC         | Akzo Nobel, TNT Post  |
| CATT, E-CATT | Akzo Nobel, TNT Post, Essent  |
| ABAP/4       | Hirschmann Electronics, Dissam BV, Hospital – Amstelveen, EDON, Urenco, Albert Schweitzer hospital – Dordrecht, Kembo, TNT Post, Akzo Nobel |
| PCUI         | Dutch Taxes   |
| SAP Portal   | Dutch Taxes, Philips  |

## Knowledge and Education

| <u>SAP knowledge</u> | <u>Level</u> | <u>Methodology</u> | <u>Level</u> |
|----------------------|--------------|--------------------|--------------|
| SAP SD               | Senior       | Prince2            | Senior       |
| SAP MM               | Senior       | ASAP               | Senior       |
| SAP CRM              | Senior       | ITIL               | Medior       |
| Portal               | Medior       |                    |              |
| SAP WM               | Medior       |                    |              |
| SAP PP               | Medior       |                    |              |
| SAP IDOC             | Medior       |                    |              |
| SAP WF               | Medior       |                    |              |
| SAP IS/H, IS/U       | Medior       |                    |              |
| ABAP/4, SAP Query,   | Senior       |                    |              |
| CATT                 |              |                    |              |
| PCUI                 | Senior       |                    |              |

### SAP education

SAP - CRM 2007 (new UI-interface) (2009)  
 CR500 - CRM Middleware (2006)  
 SAP Portals Workshops (div modules) (2005)  
 CR800 - CRM E-Commerce (2005)  
 CR300 - CRM Sales (2005)  
 SAP BC 600, BC601 workflow (2003)  
 CRM400 - Contact center in CRM (2003)  
 ASAP91/92 (2001)  
 Several functional SAP courses for Sales (2000)  
 LO520 - Optimizing the Purchasing Process (1999)  
 Base education ABAP/4 engineer (1998)

### Certification

SAP SCM Order Fulfillment ECC 6.0 (2007)  
 mySAP CRM Internet Sales 4.0 (2005)  
 Application Consultant Sales & Distribution (2000)  
 SAP - Accelerated SAP (ASAP) Consultant (2001)

### Education

Post HBO Customer Relationship Management  
- Beekestijn Business School  
Agile Scrum introduction  
Prince2 Foundation  
Communicative skills  
Structural programming  
Basics education COBOL engineer  
HBO - Logistics Management  
VWO – Raalte

### Diploma

Yes (2009); Registered CRM Professional (RCP)  
Yes (2009)  
Yes (2002)  
Yes (1998)  
Yes (1996)  
Yes (1996)  
Yes (1996); title Bachelor  
Yes (1992)

### Languages

Dutch  
English  
German

### Level (verbal and by letter)

Native tongue  
Good  
Good

## Specific SAP knowledge

### CRM:

Activity management, Marketing and Campaign-management, Lead and Opportunity management, Sales & Service management, Internet Sales, Customer Interaction Center, userinterface (Winclient, Webclient, PCUI en WebUI CRM 2007 / 7.0), ERMS

### ECC:

SD (normal sales processes, pricing, EDI, lean WM), MM with and without integration with SRM

### Integration:

Master Data synchronization between CRM and ECC, integration with BW, Enterprise Portals, integration with BSP / Webdynpro / web services, Integration with Human Inference, RFC, Proxies design and build

## Other areas of interest

- Sports: Squash, Mountain biking
- Riding my motor bike
- Watching movies

## Workexperience 2001 - present

### At: ABN AMRO Lease

Period: Aug 2011 – present  
Function: Application manager /  
Team lead

#### Project goal

Replacing the current application manager in several existing projects. Leading a team of functional and technical consultants.

#### Used skills and tools

- Prince 2, Agile Scrum
- SAP CRM 7.0
- SAP Leasing
- BOL programming
- ECC 6.0

#### Short description

Application management for the CRM Leasing system. Handling issues after the upgrade and participating in the new and existing projects.

#### Responsibilities

- CRM7.0 Leasing system
- Managing changes

### At: Dutch Taxes

Period: Dec 2012 – Mar 2014  
Function: Coach / Lead  
Consultant CRM

#### Project goal

Technical upgrade from CRM 5.0 to CRM 7.0 EHP1.

#### Used skills and tools

- Prince 2, Agile Scrum
- SAP CRM 7.0 EHP1
- ECC 6.0
- Portal
- WebUI
- BOL programming

#### Short description

Coaching functional and technical consultants regarding the upgrade. Leading workshops and participating in the customizing and building of the new CRM 7.0 solution.

#### Responsibilities

- SAP CRM design
- Team lead for the project
- Training and coaching

### At: Sogeti Service Center

Period: Jul 2011 – Aug 2011  
Function: Lead Consultant

#### Project goal

Handling changes and incidents for functional support

#### Used skills and tools

- ECC 6.0

#### Short description

Picking up several small changes and handling incidents for the service center for the modules MM, SD, PM and ISU/Waste

#### Responsibilities

- Impact analyses and change management

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## At: Philips Lighting

Period: Sep 2010 – Jun 2011  
Function: Lead Consultant CRM  
/ PM

### Used skills and tools

- ASAP
- Prince 2
- ITIL
- SAP CRM 6.0
- Portal
- PI

### Project goal

Rolling out of the OneCRM template to Lightolier North America business.

### Short description

Lead consultant and temporary project manager of the roll out of the OneCRM template to Lightolier.

Making Fit/Gap analysis, setting up and designing the interface with the Lightolier quote system SalesXpress via PI. Main contact for the communication between the business and the build team.

Local training of key users and supporting the UAT.

### Responsibilities

- Communication between build team and the business
- Interfacing design
- Managing programmers (ABAP/JAVA/PI).

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## At: Dutch Taxes

Period: Jul 2010 – Sep 2010  
Function: Lead Consultant CRM

### Used skills and tools

- Prince 2
- SAP CRM 5.0
- ECC 6.0
- Portal
- PCUI

### Project goal

Starting up the FMIS requests project and training and coaching internal employees.

### Short description

Starting up the FMIS requests project and co-writing the project preparation.

Training and coaching two groups of internal CRM employees. One medium and one junior group.

### Responsibilities

- SAP CRM design
- Team lead for project preparation
- Training and coaching

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## At: Prodrive

Period: Mar 2010 – May 2010  
Function: Functional consultant

### Used skills and tools

- ECC 6.0

### Project goal

Designing and constructing several web services to be used by scanners.

### Short description

Writing the functional designs for the construction of several web service, which support the return process via scanners. Furthermore leading the ABAP team and performing the testing.

### Responsibilities

- Functional designs
- Managing the ABAP programming team
- Performing unit en functional tests

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## At: Avalex

Period: Feb 2010 – Feb 2010  
Function: Functional consultant

### Used skills and tools

- ECC 6.0
- IS Waste

### Project goal

Connecting Avalex to the monthly postal code updates from Cendris.

### Short description

Connecting Avalex to the monthly postal code updates from Cendris in an IS Waste environment with extra adjustments to import the political regions.

### Responsibilities

- Functional design
- Managing the ABAP programmer

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## At: Uphantis Service Center

Period: Oct 2009 – Jan 2010  
Function: Integration consultant

### Project goal

Redesign and integration of the master data procedures within Uphantis. Designing the systems to support them.

Technical upgrade from CRM 6.0 to CRM 7.0.

### Short description

Leading the workshops and writing the functional designs and user procedures. Customizing the HR integration and Customer Vendor integration within ECC. Setting up the BP replication between ECC, CRM en RPM.

Adapting the CRM UI screens for consistent input of master data.

### Responsibilities

- SAP ECC, CRM en RPM design
- Team lead for Functional and technical consultants
- Creating functional designs for CRM, ECC en RPM.

### Used skills and tools

- ASAP
- Prince 2
- ITIL
- SAP CRM 2007
- ECC 6.0
- RPM
- Portal

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## At: Dutch Taxes

Period: Jan 2007 – Sep 2009  
Function: Lead Consultant CRM

### Project goal

Implementing a standard CRM 5.0 system in combination with an existing ECC 6.0 system. Implementing a facility management system for room reservation and handling of facility requests, operational disturbances and complaints.

### Short description

Leading the workshops and writing the business blueprints for the FMIS (Facility Management Information System) projects. Creating the Functional designs.

Responsible for the synchronisation of customers, vendors and employees to CRM. Setting up a customer specific BDOC interface from SAP Flexible Real Estate via Plant maintenance to CRM ibases.

Implementing of service and sales processes (including replication to ECC). PCUI Portal customizing and UWL configuration.

### Responsibilities

- SAP CRM design
- Team lead for Functional and technical consultants
- Creating functional designs for CRM, ECC and BI.
- Integration with other CRM (KMS - Kaart Management System)

### Used skills and tools

- ASAP
- Prince 2
- ITIL
- SAP CRM 5.0
- ECC 6.0
- Portal
- PCUI

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## At: Essent

Period: Sep 2006 – Jan 2007  
Function: Consultant CRM

### Project goal

Building a webdynpro for the maintenance of Safety, Health, Environment, Quality en Security disturbances. These disturbances are stored in a CRM service ticket and can be monitored via the Portal, the Win and Web client. It's part of the existing Employee Interaction Centre.

### Used skills and tools

- ASAP
- Prince 2
- ITIL
- SAP CRM 5.0 (web en win client)
- Portal

### Short description

Leading workshops and designing a new webdynpro for ABAP and leading the technical consultants who built it. Setting up and designing the interface with BI, as well as the reports.

### Responsibilities

- SAP CRM design
- Team lead for functional and technical consultants
- Creating functional designs for CRM and BI.

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## At: TNT Post

Period: Jan 2005 – Sep 2006  
Function: Consultant CRM

### Project goal

Several projects from the upgrade of CRM3.0 to 4.0, high impact conversion with SAP India, setting up business partner replication, planned quarterly releases with new functionalities and the daily 2<sup>e</sup> line support of the existing CRM system.

### Used skills and tools

- ASAP
- Prince 2
- ITIL
- SAP CRM 4.0
- Knowledge of Human Inference
- SAP Workflow

### Short description

Responsible the SAP CRM system, extending CRM in several quarterly releases with new functionalities in a customer interaction center environment (B2B and B2C). Contact for the business, execution the customization and guiding the acceptance and user testing. Setting up functional designs and guiding programmers.

### Responsibilities

- SAP CRM system
- Communication with SAP India
- Leading programmers
- Guiding workshops
- Creating functional designs
- Creating training materials en giving training on the job
- Solving incidents within SLA agreements
- Monitoring SAP CRM

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## At: TNT Post Fulfilment

Period: May 2003 – Dec 2004  
Function: SD Consultant

### Project goal

Several projects from the standardizing of external interfaces and the entire SAP SD process flow, upgrade of SAP R/3 3.1I to Enterprise, until the daily maintenance for the modules SD/MM/FI.

### Used skills and tools

- SAP R/3
- IDOC
- SAP Query

### Short description

Creating a simplified standard interface for external parties. Create the program to map this to SAP IDOC's for the automatic import and export of data to the SAP system.

Reducing the total costs per order by:

- Returning to more standard SAP
- Simplify the business process in and outside SAP
- Reducing stocks by improving purchasing times
- Restyling the organisational structure
- Redesigning the logistics document flow

Daily maintenance of the SAP system. Advising the management about SAP and business related projects.

### Responsibilities

Complete SAP IT department

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## At: Akzo Nobel - Functional Chemicals

Period: Apr 2000 – Mar 2003  
Function: SD Consultant

### Project goal

Several projects from the integration of 2 SAP systems into 1, upgrade SAP R/3 system, automating the purchasing of cargo for road and sea transportation via EDI, until the daily maintenance of the SAP system (SD).

### Used skills and tools

- SAP R/3
- IDOC
- Dual Use / Export control
- ABAP

### Short description

Workshops in the US to blueprint their system requirements. Translate this to the existing processes in the European system and merge both systems to 1.

Setting up and IDOC interface with several transporters for the purchase of transport (road and sea).

2nd line support for the existing organisation. Direct contact with users from sites in Holland, Germany, Italy, Sweden and US (from Holland and on location). Maintenance of all SAP documents for Sales & Distribution.

### Responsibilities

- SAP customizing (SD, logistics execution (lean WM))
- IDOC design

## Workexperience since-2000

| <b>At</b>   | <b>Project</b>  |
|---|---|
| Hirschmann<br>Electronics,<br>Dissam BV,<br>Hospital<br>Amstelveen,<br>EDON,<br>Urenco,<br>Albert Schweitzer<br>hospital, Kembo | ABAP/4 Developer<br><br><i>Responsible for new and existing SAP programming like reports, interfaces, SAP<br/>Script forms and other customer build programs.</i> |
| Arbo Unie - Zwolle<br>/ Apeldoorn   | Visual Basic Developer<br><br><i>Responsible for the conversion of 2 DBase databases to Access.</i>   |
| Travel Unie<br>Nederland  | COBOL Developer<br><br><i>Responsible for programming of online and batch programs in COBOL 85 for the<br/>travel industry.</i>                                   |