



# Stefan Reijgwart (46)

RTE / SCRUM MASTER

I am a senior professional with a lot of drive and energy to help teams and organizations grow.

No matter what role I am in, I feel committed for setting and reaching the envisioned goals as a team.

Pro-active, pragmatic, enthusiastic and cooperation are terms I feel related to.



+31 (0)6 41 505 202



Toscane 10  
1448 JG, Purmerend



Stefan@Reijgwart.com

## AGILIST

The last years I focused on getting the certificates that support the work I do



## RECENT EXPERIENCE

RTE

### Improving Cluster - NS

At NS I am responsible for helping 2 senior (management) teams working Agile. I am responsible for preparing and managing our Cluster of 9 teams for PI events and improving the Agile processes within and outside our Cluster.

RTE

### Improving ARTs - PostNL

For PostNL I was involved in Multiple ART's, making them perform better, setting up and improving procedures and how events are run. Organizing each quarter a PI event with all involved stakeholder and other ARTs.

Agile Coach

### Agile Adoption - Wortell

Within Wortell I am Agile Coach and Project manager, helping the organization transform to (more) agile project delivery. Setting up a Way of Work, training and coaching projects.

Agile Coach

### Agile Adoption - E-mark

Within Emark I was an Agile Coach, training, guiding and setting the right environment to transform the consultancy projects into Agile Projects

## EDUCATION

### HBO ICT

Institute for Information Engineering  
1997 – 2002



### HBO ICT

Hogeschool Alkmaar  
1995 – 1997

## LANGUAGES

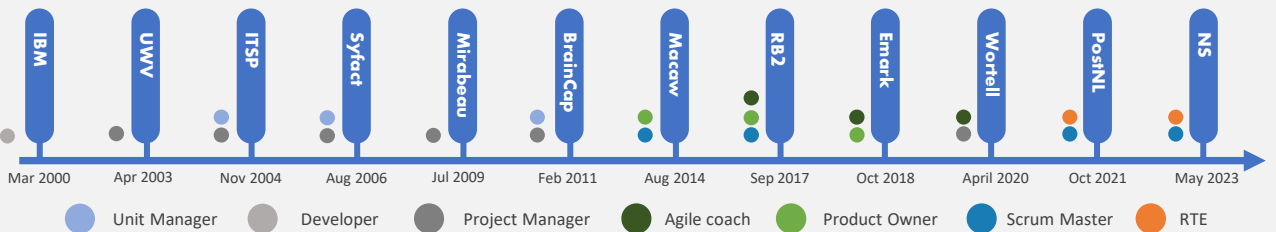


Native language



Business level

## CAREER PATH



## INTERESTS



Photography



Cappuccino



Environment



Football



Family

# Stefan Reijgwart

## Agile / Project management

- 2022 SAFe SPC
- 2021 Scrum Master PSM II preparation (intern)
- 2019 Professional Agile Leadership Essentials PAL-E
- 2019 Professional Scrum Master PSM I
- 2018 Product Owner PSPO I
- 2017 IPMA-C
- 2015 Agile PM Practitioner
- 2015 Agile PM Foundation
- 2014 Scrum Foundation
- 2010 Scrum for Web development
- 2005 Prince 2 Foundation
- 2004 BLG-P Basic training for Project Management

## My USP's

Agile

Team Management

Stakeholder management

Strategy

Process Management

Creativity

## Personal Development

- 2016 Assertiviteitstraining
- 2016 Conflicthantering
- 2010 Communicatie training
- 2005 Middle Management

## Tooling

Backlog Management Tooling

Office products

CMS Tooling

CRM Tooling

Creative Tooling

GRC Tooling

## Other courses

- 2013 UK Bribery Act
- 2007 Compliance in Financial Institutions
- 2007 Banking Principles
- 2006 ITIL Foundation
- 2002 UML – Klasse Objecten
- 2002 Domino Application Architecture
- 2002 Domino Application Security and Workflow

## Target area's

ICT

Banking

Marketing

Healthcare

Government

## DETAILED EXPERIENCE

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### NS 2023 – present

At NS I have two roles.

My main role is **Scrum Master** for two teams within a cluster of 9 teams. One team is the management team, I help them to adapt within the Agile way of working within the cluster and challenge them in relation to KPI's, Goals and Strategic Initiatives. The other team is a senior team of business experts that translates the KPI's, Goals and Strategic Initiatives to work packages for the upcoming quarter(s), making sure the cluster can deliver the required results in time. My role is to optimize the process within the team and their position within the cluster.

My secondary role is cluster runner, what actually is a big part of the **RTE** role. Within the cluster I guide the process preparing all teams for upcoming PI events, that are held quarterly. This translates in setting up a flow to ready process, adjusting processes and make sure Jira supports the process and required information for this. NS works with a personal version of SAFe.

Together with 4 other Scrum Masters we share insights and learn and improve the way we work within teams and work towards more aligned way of working.

### PostNL 2021 – 2023

At PostNL I had two roles.

My major role was **RTE** of an ART, this was for the last 6 months scaled to two ARTs with a total of 13 teams. Within this role I had to build up the complete structure on how we work together, setting up a flow to ready, SAFe events and discuss fine tuning with the Scrum Masters within the Scrum of Scrums.

PostNL is SAFe organized and has 4 PI's in a year, every PI it was my responsibility to align and organize this for my ARTs. This means making sure priorities and goals are clear on every level and guide the ARTs through a 2 days of PI planning and transferring these results in the overall PostNL backlog.

I've been an active member of a community to generally improve the Agile way of working within PostNL.

During the first 6 months I also was a.i. **Scrum Master** for one team as this team was experiencing multiple challenges and had a critical position in delivering value for an important domain within the ART. This required traveling to Belgium and have multiple workshop days aligning business and delivery expectations and help them perform better in an Agile way.

### Wortell 2020 - 2021

At Wortell I have two roles. My first role is that of an **Agile Coach**. I help Wortell make the transition to a more Agile way of working. This resulted in a drafting a way of work that is company wide set as standard that is based on Agile Scrum. To support this, I updated the eco system to support an agile way of working, standardizing Agile DevOps.

I created training materials and gave multiple trainings to teams and projects within the organization.

On a regular basis I coach, mostly (project)team leads, on the Way of Work and how to use the agile principles within their teams.

My second role is an Agile based **Project Manager**. On a daily basis I manage and deliver projects for the clients of Wortell.

### Emark 2018 - 2020

For Emark my main role was **Product Owner** of Audience Creator, a data segmentation tool integrated within Salesforce Marketing Cloud. My responsibilities were owning the backlog, communicating with internal and external stakeholders and help the development team (mainly stationed in Poland) improve as team and on an individual level.

My second role was **Agile Coach** helping Emark as an organization grow into delivering projects based on Agile Scrum. Therefore, I created and gave training to all the teams of Emark in Haarlem, London, Barcelona and Bialystok. After the training I helped project teams and scrum masters working in an agile scrum way.

To support the Scrum projects, I created a company wide Jira and Confluence setup and are end responsible for all configurations.

## DETAILED EXPERIENCE

# Stefan Reijgwart

### RB2 2017 - 2018

Within RB2 I helped the organization on delivery of projects for clients. Within the main project (Lavazza) the client had no experience with Scrum, so I performed as **Agile Coach** and they had no dedicated Product Owner. I fulfilled that role as **Product Owner** but kept ownership and final decisions at the responsibility for the client.

For the client I researched available tooling, was part of demos of the suppliers and created an advice report of tooling to support their Ecommerce platform as a fundament for all custom development required.

To build up the backlog I created a customer journey for their main B2B and B2C clients breaking down each step into functions and finally into user stories. I used workshops to get insights from all involved stakeholders and third parties involved, but also did market research on the competition finding the most valuable functions available.

The development team of RB2 was stationed in China so by videoconferences and chats we discussed the backlog and I made sure the right functions were created and configured.

As **Agile Coach** For RB2 I created a more professional structure on how to approach Agile projects by setting up templates for information gathering, default Jira setup and moving the organization from a Google environment to Office 365

### Macaw 2014 - 2017

Within Macaw I was involved in multiple projects, most of the times as **Agile Project Manager** or **Scrum Master**, depending on the chosen approach. In a couple occasions where the client had no **Product Owner** available, I was responsible for creating the backlog and suggesting the priorities, where final decisions was at client side.

In almost all projects I was partially responsible for setting up the workshops for requirements gathering, mainly responsible for managing the stakeholders in sometimes highly political environments and always responsible for making sure all events took place in the right format and taking away impediments during the project.

Clients I worked for are Heineken, PON, Jumbo, Zorg Instituut Nederland, DMI-Report, Smurfit Kappa and Van Doorne

### BrainCap 2011 - 2014

As Business **Unit Manager** GRC I was responsible for a team of 10 consultants and the related P&L, strategy, business plans and creating an environment where my team felt safe and supported. I was responsible for the overall strategy of the unit, all stakeholder management on SteerCo level for all projects. To be able to be successful I build up a group of partnerships with providers of GRC tooling that required our help for implementing and managing their tooling at clients.

Where required I stepped in as **Project Manager** on projects implementing and configuring the GRC solutions.

Clients I worked for are ABN Amro, Rabobank, SNS, RDW, BNP Parisbas, ING, Equens, Aegon, ICS, RBS UK, GGZ Oost Brabant

### Mirabeau 2009 - 2011

Within Mirabeau we mostly delivered projects based on iterations where my role as **project manager** was managing expectations, stakeholders and the delivery of the project within time and budget where applicable.

To do this I created reports, gave demos and presentations organized workshops for requirements gathering and mitigated risks and issues as far as possible.

Clients I worked for are KLM, Nutricia, MoneYou, Autotrader and Transavia

## DETAILED EXPERIENCE

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### Syfact International 2006 - 2009

As a **GRC consultant** I was responsible for implementing and configuring Syfact at mainly financial institutions. To be able to do so I had to investigate and analyze the client organization and processes, translating them to workflows, configurations and Roles & Responsibilities.

On some projects I was involved as **Project Manager**, making sure that stakeholders and expectations were managed in relation to available time and budget but also requirements versus available functionalities.

Later I stepped up as **Unit Manager** responsible for consultancy within EMEA. I was responsible for the strategy how to support our clients, building the team, making sure they could be successful in their work, manage internal and external stakeholders, responsible for reaching the KPI's set for the unit and escalations.

Clients I worked for are SNS, RDW, LIV, CJIB, BOOM, Rabobank, BNP Paribas, EMC, ING, ABN Amro, Equens

### IT Solution Partners 2004 - 2006

Within IT Solution Partners I started as **Project Manager** within the software development unit. Managing projects for our clients, creating progress reports and supporting the delivery team.

Later I was responsible for the **managing the unit** from an operations level beside being Project Manager on projects. I was responsible for project resourcing, escalation management and supporting on updating the unit strategy.

### UWV 2003 - 2004

Within UWV I was **Project Manager** within the division WW. I helped migrating systems from ex-uvi's into one UWV system. I managed suppliers that did the actual integrations, managed internal stakeholders and managed risks and issues on the project.

### IBM 2000 - 2003

At IBM I worked as a subcontract from CSS as a Lotus Notes **Developer**, building solutions for resource allocation and a portal for suppliers of subcontractors.