



# DENISE VAN HEMERT

PROJECT MANAGER | PROCESS WITH A POSITIVE TOUCH

## BIO

A (digital) project manager, with experience in agile projects. Types include continuous improvements, roll-outs, build and run projects. Educational background in Business Innovation, and has international experience. Enjoys project-management with a human perspective and solid delivery.

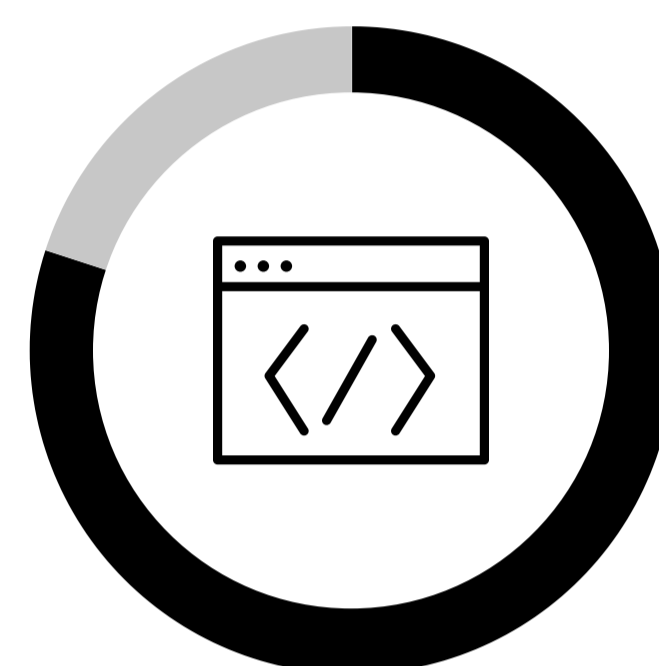
## EXPERIENCE

2019	<b>PROJECT MANAGER</b> <i>Valtech, Netherlands</i> Manage various projects day-day, close client contact, team and budget (>1M) responsibility.
2019	<b>SERVICE COORDINATOR</b> <i>Valtech, Netherlands</i> Manage operational handling of tickets, client communication and setup processes.
2018	<b>MANAGEMENT INTERN</b> <i>TandemLaunch, Canada</i> Set-up intern recruitment process, manage various smaller projects within company.

## EDUCATION

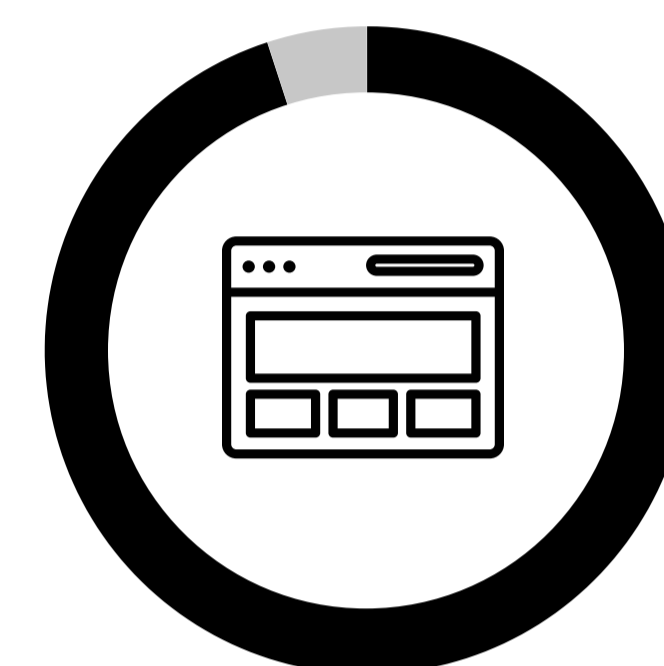
2019	<b>ITIL 4.0 CERTIFICATE</b> <i>AXELOS Global best practice</i> ITIL 4.0 Certification, geared towards service management.
2019	<b>BA OF ARTS IN BUSINESS INNOVATION</b> <i>INHOLLAND UNIVERSITY</i> Practical education geared towards all aspects of business, in a project-based setting. Graduated with an 8.0 average.

## SKILLS



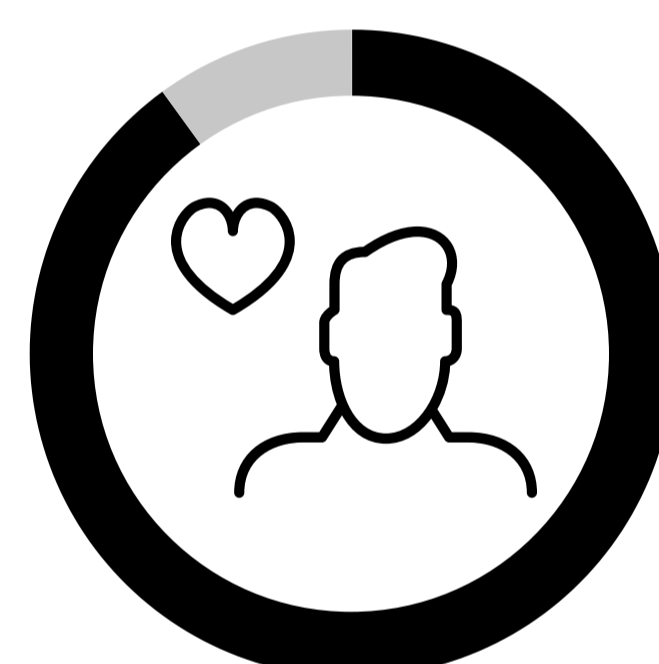
### WEB-DEV PROCESS

Good working understanding of web-development process.



### AGILE PROJECTS

Thorough knowledge of Agile principles and standards.



### HUMAN FACTOR

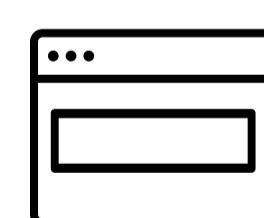
To me, the human factor is key in proper project facilitation.



### PROJECT PLANNING

I plan for the worst, and like to attain the best.

## MILESTONES ACHIEVED



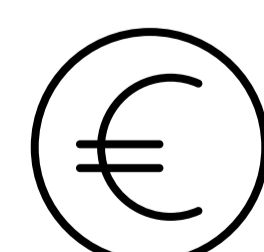
**25**

Projects delivered, for 5 various clients.



**18**

Websites implemented.



**1,3M**

Budget responsibility

T H A N K Y O U !