

**Rob Ista** (deaf)

Jan 7th 1957
Zevenaar, Orihuella
Costa

Dutch, English

www.robista.org

Skills:

Strategy & Business Architecture
Management - Delivery, HR, Business &
Portfolio Development, Innovation &
Industrialization, ICT Methods

Presentations, writing, modeling

Education:**General**

- AMBI

Capgemini

- SE & SA, BA, PM
- IManagement Dev. (sales, delivery, HR)
- International Business School
- Leadership Executive Program

Career:

- 1977 - 1988 – SE-SA / BA / Architect / project & line management
- 1988 - 2008 – Business Unit en Service Line Management (service centers, consulting, bespoke, infra & packages)
- 2008 - 2010 – Project Centre
- 2010 - 2015 – Strategy, Innovation en Industrialization, Methods & Craftsmanship, HR, Service Centres
- 2015 - 2017 – HR improvement, Bids, Innovation Center

Profile:

- Is experienced practice and service line manager with balance in technology, delivery, HR & business development
- Stays close to ICT craftsmanship with leading and supporting roles in development of Software Factories, Project & Service Centres, Methods, Competency Frameworks, Certification & Grading, Business & Delivery Modelling, Universal Profesional, Innovation Centres
- Has commitment, endurance, has a vision, is inspiring and impatient, builds multi-disciplined team for solid feedback and support to keep moving quickly, large span-of-control

Relevant Experience:

- Software engineering, business analysis, consulting, architecture, project & line management regarding CRM, ERP, ICT & financial applications in manufacturing, retail, transport, telco, utilities and public environments
- Management in public sector and IT-departments
- Line (delivery, service & business development, HR) & support management (HR, innovation/industrialization) in ICT-services sector, setting up and reorganizing business units
- Development and implementation of new business, delivery & HR models and organizational transitions, IT-roles and certification models
- Innovation & Industrialization, Software Development Methodologies
- Delivery of training and inspiration presentations