

Jeroen van Olderen

Interim Project Manager | Programme Manager | Change Manager

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O-Well

Profile

Interim project, programme and change manager with over 25 years of experience in IT transitions and organisational change across healthcare, government, financial services and the IT sector. Turns complex challenges into a workable approach and brings both technology and people along, from building an in-house PKI infrastructure to moving some 200 applications onto a new organisational structure. Pragmatic, results-driven and politically aware; clients call him the "IT whisperer".

Core skills

Project and programme

- Project and programme management
- Portfolio governance and prioritisation
- Transition and migration management
- Risk and stakeholder management
- Vendor and contract management
- PRINCE2, Agile/Scrum

Change and organisation

- Change management and adoption
- Team development and coaching
- OKRs and goal realisation
- Process optimisation and ITSM
- Governance and compliance (GDPR, BIO, NIS2)
- IT security and PKI

Sectors: healthcare, government and defence, banking and insurance, energy and utilities, legal services, IT and MSPs

Experience

Owner of O-Well since 2018; the assignments below were carried out through O-Well.

Interim Project Manager **PragmatiQ**

2025 – present

- Delivers politically sensitive low-code/no-code programmes in the (semi-)public sector.
- Manages at programme level and acts as sounding board for client C-level.
- Delivered, among others, a risk assessment (RI&E) register, a subsidy tool, a payrolling tool with time registration and a zero-trust IAM solution, including AFAS integrations.

Interim IT Project Manager **Radboudumc (university medical centre)**

2024 – 2025

- Built an in-house PKI certificate infrastructure, including governance, staffing and operational roles.
- Moved some 200 applications onto a new cost centre and organisational structure within the Fit for the Future programme, without disrupting operations.
- Wrote transition runbooks with product owners and process owners and advised on risks and dependencies.

Interim Programme Manager **Infrastructure and Cloud Transition Insign.it**

2023

- Delivered 27 infrastructure and cloud projects on scope and on time, with a total budget of around €21 million.
- Led 14 FTE, including resource planning and profit and loss control.
- Increased engineer ownership, simplified processes and improved management information.

Business Coach and Strategy Facilitator **EffortIT, Topgeschenken Nederland**

2023 – present

- Coaches EffortIT's management on strategic and tactical choices for further growth.
- Guided OKR adoption at Topgeschenken Nederland through workshops and a dedicated Miro workspace.

Customer Success Manager / Programme Manager **Uppwise (Italy)**

2021 – 2022

- Managed and grew international accounts including Nestlé, Blue Triton, Noventi, TRYG and US Renal Care.
- Implemented portfolio and project management software, including training and workshops.
- Led an offshore development team in India and set up a new service desk platform (Freshdesk).

Interim Manager and Coach **Freave**

2020 – 2021

- Managed web development projects from client idea to delivery, including for Misset Uitgeverij.
- Coached staff and acted as strategic sounding board for management.

- Translated tender requirements into a workable solution based on ANPR camera systems.
- Directed work preparation and field engineers and managed the partnership with Sensys Gatso.
- Raised information security and quality standards to a higher level.

Earlier career

Management Consultant at Logica/CGI (2009 – 2018), before that consultant and project lead since 1996.

Period	Role and client	Result
2016 – 2017	Transition Manager, Vivat (CGI)	Outsourcing of legacy pension systems; knowledge transfer completed within six weeks
2016	Transition Manager PKI, ABN AMRO (CGI)	International certificate service set up with CGI Sweden; budget around €3 million
2015 – 2016	Security Project Manager, CGI	Security Operations Center built in Hoofddorp; security curriculum set up for CGI Academy
2015	Service Delivery Manager, Rijkswaterstaat	Processes for eight core systems in the supply chain restructured and embedded
2014	PQA Manager, European Patent Office	Quality assurance service set up; project managers coached; service renewed through 2017
2013 – 2015	Team Lead, CGI	Led teams of 10 to 17 consultants, including HR responsibility
2012	Product Manager, Achmea	Standard services for 22,000 users; budget responsibility of €5 million
2010 – 2011	Service Level Manager, Ministry of Foreign Affairs	SLA management and monthly reporting for the consular system CIS Kompas
2006 – 2009	Consultant, TWIT (Province of Utrecht, Ziggo)	Service delivery to executive clients and a central intake desk after a merger
2004 – 2006	Deputy Head of IT, CMS Derks Star Busmann	Team of 7 engineers; DMS, Exchange cluster and archive digitisation
2002 – 2004	Project Manager, Goodman (KPMG, Connexion)	WAN migration to MPLS and consolidation of mobile telephony contracts
1996 – 2002	Project and Service Manager, AINO (KPN, KLM Cargo, ENECO, NUON)	Workplace migrations, service desk set-up and management of UNIX and Oracle systems

Education and certifications

- B.Sc. IT Business Management, NCOI (2004 – 2009)
- Bachelor of Applied Psychology, LOI (2021 – 2025)
- Secondary vocational education in Business Telematics, Scutos
- PRINCE2 Practitioner; Professional Scrum Master I (PSM I, 2019)
- Security training, Global Knowledge (2015): SSCP, CRISC, Professional Cloud Security Manager, Secure Software Development

Languages and tools

Languages: Dutch (native), English (professional), German (good)

Tools: MS Project, Azure DevOps, Jira, Topdesk, Halo, Freshdesk, Power BI, Miro, Microsoft 365, HubSpot