

Nilesh Bissumbhar BSc.

Product Owner / Project Manager



12 December 1991
Dutch



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Drivers license B

● Confident ● Flexible ● Go-getter ● Result-oriented ● Teampayer ● Social

Profile

I am Nilesh, an ambitious and skilled IT professional (IT Project Manager) with extensive knowledge of various applications, systems and processes. I get a lot of satisfaction from working with and for people. My strength lies in building long-term customer relationships in which professionalism, trust and respect for each other are central. I owe my success to my ambition, integrity and perseverance. In addition, I have a strong will to continue to develop myself, which is why I have also done the IT Service Management course in addition to my work from 2018 and Business IT & Management from 2020. In addition to the IT world, I am also a passionate fitness enthusiast, which gives me strength and relaxation.

Education



Courses

2025

- ♦ **BISL 4 Foundation**
[Certificate: BISL 4 Foundation]

2020

- ♦ **SuperOffice CRM - Service**
[Certificate: SuperOffice CRM - Service]
- ♦ **SuperOffice CRM - Management**
[Certificate: SuperOffice CRM - Management]

2019

- ♦ **Cisco Certified Network Associate Routing & Switching**
[Certificate: CCNA 1]

2016

- ♦ **RoutIT University**
[Certificate: HIP Technical Session]
- ♦ **Basic education Agile Scrum Foundation**
[Certificate: ASF Exin Agile Scrum Foundation]
- ♦ **Basic education Company Emergency Response Officer**
[Certificate: Company Emergency Response Officer]

2015

- ♦ **Safety for Operational Manager VCA**
[Diploma: VOL-VCA]

2008

2009

- ♦ **ECDL (European Computer Driving Licence)**
[Certificate: Working safely in IT]



Programming Skills

(X)HTML

XML

CSS

PHP

Python

Wordpress



Language Skills

Dutch - Native language

Engels - Good, conversation and reading

German - Reasonable, conversation and reading

Hindi - Reasonable, conversation

Work experience

04/2024
Until now

Functional applicationmanager

Gemeente Zoetermeer

Tasks:

- Managing applications, including: Key2Financien and Kofax;
- Systematic handling and progress of incoming expenses;
- Translate needs into functional specifications;
- Taking control, basic and fundamental change requests and implementing system upgrades;
- Intermediary between users, automation experts, suppliers and internal parties;
- Translate new developments into practical applications and inform the organization about the (improvement) possibilities and broader applications of applications.
- Implement changes (updates/upgrades/new functionalities);
- User support including authorizing, helping with the use of notifications and analyzing and resolving disruptions with regard to Key2Financien (K2F), WBU, Kofax and Cognos;
- Support for various projects;
- Providing input for various projects such as health check.

12/2022
12/2023

Information- / applicationmanager

Fonds Podiumkunsten

Tasks:

Is responsible for the functional and technical management of the application for the registration of subsidy applications:

- Setting up and managing the application;
- Makes a supporting contribution to ICT policy;
- Works within the frameworks of ICT policy and relevant laws and regulations;
- Advises on the design of internal procedures, work processes and guidelines in response to changes in the application;
- Signals incorrect use of the application and passes this on to the head of subsidy support;
- Makes changes to the application;
- Maintains and secures the application;
- Monitors the operation of the application and keeps an incident registration;
- Responsible for management, maintenance and security of the application;
- Installs new releases and manages test environments;
- Monitors progress in troubleshooting;
- Edits data in the application where appropriate;
- Collects and inventories changes and problems and formulates proposals and assignments.

User support:

- Provides support to users with questions or problems;
- Train the users;
- Describes how the application works;
- Acts as a point of contact for complaints, problems, requirements and wishes of users;
- Determines the consequences of technical changes;
- Performs acceptance tests.

Ensures contact with the supplier:

- Acts as a point of contact for the supplier;
- Issues orders to the supplier in the context of incidents and changes.

Carrying out other activities of a comparable level.

09/2021
11/2022

Application manager

Gerimedica B.V.

Tasks:

- Automate and develop business systems.
- Designing, developing and implementing new software and functionalities.
- Setting up the applications for other departments.
- Various implementations for integrations.
- Database management.
- Conveying technical information to a non-technical audience.
- Test and maintain applications.
- Problem solving, identifying, analyzing and reporting.
- Switching with suppliers regarding SuperOffice.
- Giving advice regarding possible (technical) adjustments.
- Organize projects according to a detailed schedule.
- Keeping abreast of and responding to technical developments.

09/2017
11/2022

Technical support employee

Gerimedica B.V.

02/2017
08/2017

Servicedesk ICT consultant

Softwear B.V.

10/2016
02/2017

Service IT engineer

KPN

03/2016
10/2016

Junior IT helpdesk employee

Reflecta automation B.V.

01/2009
08/2009

IT employee

Set ICT B.V.

Projects

- **Project 1 - IP Whitelisting Server access - Graylog monitoring (ICT-advisor/ICT support)**

Problem: Limited visibility into incoming and outgoing IP traffic within applications.

Approach: Played a key role in designing and implementing monitoring using Graylog to track application traffic.

Result: Improved visibility and faster detection of anomalies within the system.

- **Project 2 - System application integration SuperOffice&Jira (Application management/ICT-advisor)**

Problem: Lack of integration between external (SuperOffice) and internal (Jira) ticketing systems caused inefficiencies.

Approach: Contributed to the technical design and stakeholder alignment for the integration, ensuring business and IT requirements were aligned.

Result: Improved processing of 100 - 200 tickets, saving approximately 10 minutes per ticket and enhancing collaboration between teams.

- **Project 3 - Application AIMS transition (Application Management)**

Problem: Multiple funds were using application AIMS as on-premise workflow management system and needed to transition to a SaaS solution

Approach: Gathered and documented requirements from multiple stakeholders, defined functional needs and contributed to SLA (Service Level Agreement) agreements from an application and information management perspective.

Result: Delivered a clear and shared requirements framework, enabling a structured transition from on-premise to SaaS

- **Project 4 - Migration Oracle Forms & Reports Databases (Project Lead / Project Manager)**

Problem: Outdated Oracle Forms & Reports environment required a full upgrade to a new secure version.

Approach: Coordinated the project planning with external vendor (Centric) and internal stakeholders. Acted as primary contact for technical alignment, infrastructure readiness and deployment planning. Ensured prerequisites, access, and configurations were aligned prior to implementation.

Result: Successfully delivered and implemented the new Oracle Forms & Reports environment. Project completed without open issues and handed over to operations.

Computer Skills

Windows XP tot 11	Citrix
IOS	Teamviewer
Windows server 2003/2008/2012	Salesforce
Microsoft Power BI	SuperOffice CRM/ ticketsysteem
Linux	Softwear
Bomgar	XL-ENZ
BroadSoft	MS Office ECDL 2003/2016
Microsoft Lync	Unit4Agrosso
Skype	Expeditie
Open Edge	Seaexup
IETSolutions Workcenter	Bulk
Intellij	Wireshark
Github	X-lite SIP Softphone
HIPIN	OpenSSL
Internet RoutIT Management Administration	SSL certificaten
Jira atlassian	SoapUI
TOPdesk	Bash On Ubuntu On Windows
Postman	

Hobby's

