

Curriculum Vitae

Mr. SV (Sarvesh) Parbhoesingh

Profile

Sarvesh has 8 years of experience in the field of Business and Data Analytics. Recently, he worked with the Ministry of General Affairs to successfully migrate all government websites (approx. 500) to the cloud. In previous roles, Sarvesh worked with Vanderlande, Stedin, and Eneco to achieve and standardize their ambition of data-driven operations within their B2B sector. Additionally, Sarvesh has built data models and analytics applications for financial institutions, ensured the use of open data within the government, and facilitated process improvements for the largest coffee processor in the Netherlands.

With a MSc in Information Management and years of work experience, Sarvesh has become adept at bridging IT processes and strategic needs. This enables him to quickly switch between technical and business domains at a specialist level, making him versatile as a data consultant.

Sarvesh is creative, entrepreneurial, optimistic, and enjoys being challenged. He always strives to make an impact for his team and gives his all to his projects. In his free time, he enjoys dancing and dining out at restaurants.

Career

Sarvesh has always had a keen interest in businesses and their structure. When given the opportunity, he quickly chose to study Business Administration MER. After learning everything about businesses and completing a thesis on open data at Rijkswaterstaat, Sarvesh found himself with a new interest: IT and data. Due to this reason, and also because he wanted to further specialize, Sarvesh pursued a Master's in Information Management at Tilburg University. His thesis focused on the implementation of AI applications in debt management.

Sarvesh's career began as an intern at Douwe Egberts and Rijkswaterstaat, where he worked hands-on in process optimization. As time progressed, Sarvesh increasingly engaged in complex assignments for various companies. He extracted data from an ERP database and visualized it in PowerBI, led a Business Intelligence project, and convinced many stakeholders of the possibilities of data-driven work.

Sarvesh portrays himself as a Senior Consultant and Business Analyst who enjoys tackling complex data based challenges.

Competencies

Business Intelligence and Data Warehousing tools/technologies
Attention to Detail
Agile
Electronic Data Interchange (EDI) Facilitation
IT Management
Leadership (People)
Management Interaction
Negotiation - BD
Planning & Organization
Presentation
Scrum
DevOps
SQL
XML
Business Process Modeling Notation (BPMN)

Roles

Business Consultant
Business Analyst
Information Analyst
Data Analyst
Application Consultant
Process Facilitator
Team Leader

Sector experience

Banking
Central Government
Energy
Consumer Products
Manufacturing and Distribution

Work experience

Senior Consultant & Business Analyst | BusinessBridge Consulting

01-04-2024 - current

With a proven track record in guiding organizations through a multitude of data-driven challenges, Sarvesh saw an opportunity to leverage his skills and experience to establish his own company. Sarvesh aims to offer tailored services to companies looking to optimize their internal processes, streamline communication, and enhance decision-making through data-driven insights. His venture stems from the desire to directly assist organizations in achieving their strategic objectives by providing expert guidance tailored to their specific needs.

Business Consultant | Stedin

01-04-2024 – 31-12-2024

At Stedin, the pressure is increasing due to the energy transition: demand for electricity is growing, along with the need for more efficient project management for large infrastructure projects, such as the expansion of the electricity and gas network. The Business Projects department must double its capacity to meet demand and streamline processes to achieve scalability. Effective project management is a key component in realizing this goal.

As a business consultant within the Project Management Change Team, Sarvesh was responsible for analyzing information needs for project management, developing an information model, and implementing data-driven practices at all levels within the organization. His specific tasks included:

- Conducting a fit-gap analysis between current and desired information needs, and assessing the necessary integration with the IT landscape.
- Closely collaborating with various stakeholders, including project managers and IT teams, to clarify functional requirements for decision-making at operational, tactical, and strategic levels, and capturing these as formal requirements.
- Securing decision-making by regularly aligning with the business owner and fostering change by involving project teams in new methodologies and approaches.
- Testing and implementing process and project improvements in sprints.

Within a few months, Sarvesh and his team were able to implement new project management methodologies that enhanced the consistency and quality of project deliverables. This led to increased project capacity and shorter project lead times. The improved processes and clearer data structures delivered immediate results for Stedin, strengthening its ability to respond more swiftly to the growing demand driven by the energy transition.

Senior Consultant & -Business Analyst | Capgemini

01-09-2019 – 29-03-2024

From the Business Technology Services (BTS) department and the Industry Value Chain (IVC) cluster of Capgemini, Sarvesh is committed to facilitating data-driven work within organizations, creating structure in complex (data and stakeholder) landscapes, guiding change, highlighting the positive aspects of data, and challenging the less favorable aspects of data. Additionally, Sarvesh remains active in his own development and is not hesitant to work for companies or projects outside his comfort zone.

Sarvesh began his career at Capgemini as a Mid-level Consultant & Business Analyst; however, he quickly transitioned to Senior level work. This entails being independent, professional, successfully executing his work, and excelling in his field. Former colleagues, mentors, and managers can attest to this.

In addition to working on external project bases outside Capgemini, Sarvesh also ensures he remains visible within Capgemini. Among other things, he has worked on several bid offers, presented on his successes and challenges, enjoys mentoring new colleagues in the role of buddy, and assists colleagues in finding interesting roles whenever possible.

Senior Business Analyst | Ministry of General Affairs

01-11-2022 - 29-03-2024

From the Public and Communication cluster and the Platform Rijksoverheid Online (PRO) team, the Ministry of General Affairs manages communication flows to the Netherlands and abroad. In the most recent development plans, it was decided to migrate all government websites from local servers to the Cloud. Four DevOps development teams were set up for both website maintenance and cloud migration. As a Senior Business Analyst, Sarvesh was a member of two of these teams.

In his role, Sarvesh was responsible for creating alignment between Project Management, Product Owners, Scrum Masters, and Development. The focus was on upcoming work (e.g., features and requirements), business processes, and project objectives. Additionally, he actively monitored business needs, ensured the integrity of requirements, and challenged existing processes and practices. Specifically, Sarvesh was involved in:

- Collecting and elaborating on features related to cloud migration, actively gathering and validating facts and findings across all layers of the organization.
- Mapping project stakeholders, establishing and maintaining timely communication channels.
- Proactively seeking solutions (e.g., work processes, communication, technical architecture) by organizing and leading sessions with stakeholders.
- Creating alignment between the different layers within the project on the roadmap, communication, definitions, and processes.
- Conducting analyses on data needs, processes, and architecture and actively maintaining documentation.

In a short period, Sarvesh mastered the complex Cloud project within the Ministry of General Affairs, bringing new perspectives and positioning himself as a strong partner. He tackled various initiatives with enthusiasm and successfully contributed to the migration of approximately 400 government websites to the cloud.

Senior Business Analyst | Vanderlande

01-11-2022 - 31-01-2023

To meet the increasing demand for sustainability reporting from a compliance, customer, and government perspective, Vanderlande faced a significant data challenge. This led to a Data for Net Zero solution in the form of a Sustainability Data Hub. Vanderlande embarked on a journey to develop this Data Hub to gain better control over their (sustainability) data. Within a period of 3 months, the startup phase had to be completed, and the first results produced; a gap assessment, a to-be blueprint, and a business case.

Sarvesh was part of the core team, aiming to successfully navigate the first project phase. He was responsible for managing the project scope, coordinating the gap assessment, managing sustainability data requirements, and creating buy-in among internal stakeholders. Specifically, his tasks included:

- Challenging and providing input on the roadmap, milestones, and stakeholder map.
- Conducting, documenting, and validating interviews with stakeholders within the (sustainability) data domain (e.g., architects, administrators, team leaders, department heads).
- Developing the gap assessment trajectory, gathering sustainability requirements, incorporating them into an as-is and to-be architecture landscape, and highlighting the gaps between them.
- Facilitating discussions and providing input on the business case, structuring the complex application landscape, and managing actions and follow-ups from all stakeholders.

Within a 3-month timeframe, Sarvesh and his team successfully delivered a gap assessment, to-be architecture blueprint, and business case. These results were presented to both senior management and sustainability stakeholders within Vanderlande and were used in subsequent phases of the project, including implementation steps.

Senior Business Analyst | Stedin

01-06-2022 - 31-10-2022

Within the business chain for faults and maintenance, Stedin sought coordination for BI and data projects. To manage this coordination between IT and the business more transparently, clearly, and proactively, the Business Support Services (BSS) team was established.

Sarvesh served as a Business Analyst, specializing in BI and data projects, within BSS. Here, he took full responsibility for the development and use of qualitative data, clear dashboards, and communication between IT and the business. Additionally, he actively contributed to the adoption of an organization-wide Data Lake solution and led a standardization project to better define data processes and architecture. His tasks included:

- Establishing and implementing a communication process between BSS and the business to systematically collect and deliver business requirements. The implementation took place through a series of kick-off sessions. Sarvesh actively organized and led these sessions.
- Gathering, refining, and communicating requirements for data quality, strategic KPIs, and new dashboards with the MT, tactical table, team leaders, and product owners.
- Prioritizing requirements with technical analysts, Product Management, and department heads.
- Coordinating the connection between BI applications and a central Data Lake, Sarvesh actively held progress meetings with technical analysts and data experts and mapped out through business cases how to make optimal use of this new data environment.
- Structuring the standardization tool BlueDolphin by validating business processes with the business and documenting them through BPMN.

Within a short period, Sarvesh familiarized himself with the complex environment at Stedin, tackled several complex projects, and successfully completed them. He presented his results widely, reaching both the business and department heads. His deliverables have been widely accepted and have already been used as a basis for further development.

Technical Lead Data Analytics | Eneco

01-04-2021 - 31-05-2022

Within the business domain of Eneco (BTO), there is a demand for a "data-driven way of working." The company has multiple projects, types of data, and challenges - however, they lack an approach to facilitate informative decision-making. To address this, Eneco established the Systems Team. The team is responsible for making data manageable for the business through reporting and dashboarding. Additionally, the team is tasked with standardizing the "data-driven way of working" within BTO.

Sarvesh was a Business Analyst within the Systems Team and was also appointed Technical Lead for data setup and analysis for BTO. He was responsible for supplying qualitative and up-to-date data to the business leads. His tasks included:

- Gathering and discussing requirements regarding data sourcing, data authorization, indicators, data hierarchies, and visual representations with scrum masters, team leads, and Eneco's business. Sarvesh actively manages his relationships and organizes sessions with all relevant stakeholders to gather the most recent requirements and analyze them.
- Managing actions and follow-ups from stakeholders based on sessions with business leads.
- Facilitating agreements within the business regarding the authorization, sourcing, quality, and availability of data.
- Collaborating with the IT department of BTO to build a data analysis application based on agreed datasets.

- Presenting built applications (i.e., dashboards/reports) to the higher management of the business to improve the adoption of the "data-driven way of working."
- Creating and updating the roadmap for data analysis solutions.

Within a month of starting his assignment, Sarvesh fully mastered tools such as Azure DevOps and PowerBI. He seamlessly built a fully functional data analytics dashboard that collected, processed, and presented data for the DevOps teams within BTO. Sarvesh gave multiple presentations on his work to large groups of stakeholders (scrum masters, business leads, topic owners, and senior management) to broaden the adoption of data analytics insights within the organization. As a result, Sarvesh was asked to mentor and provide high-quality data flows and dashboards for two teams.

Remediation Officer (Business Analyst) | ABN AMRO

01-11-2020 - 31-03-2021

As part of ABN AMRO's Future Model Landscape (FML) program, several risk models from the bank (e.g., LGD, EAD, GCRM PD) are undergoing redevelopment. Due to stringent requirements from the ECB and legal mandates, ABN AMRO initiated these developments. To derive the most from the redevelopment and calibration processes, high-quality data is essential.

Sarvesh was responsible for providing structural solutions to address data availability and quality issues. These issues were investigated and elaborated upon during the "gap assessment" phase, in which Sarvesh also participated. As a Remediation Officer and coordinator, Sarvesh primarily focused on resolving data quality problems. His tasks included:

- Coordinating and managing four data gaps identified in the gap assessment phase. Coordination in this context involved chasing actions and follow-ups from stakeholders regarding gap solutions ("Remediation").
- Compiling final solution documentation and arranging reviews and approvals from senior management.
- Actively contributing to discussions and decisions on structural data solutions with international stakeholders.
- Substantiating data solutions with quantitative analyses to provide insights into data quality (e.g., consistency, timeliness, completeness). Tools such as Databricks and SQL were used for this purpose. Sarvesh was responsible for the end result; feedback sessions were scheduled and led by him, and colleagues were directed to incorporate received feedback into solution documentation.

Sarvesh successfully delivered four solution documents, which were also successfully signed off by senior management. In a coordinating role and with a team of subject matter experts, Sarvesh managed to enhance ABN AMRO's data quality – ultimately leading to improved accuracy of ABN AMRO's risk models. Sarvesh has made a complex topic such as data interoperability understandable to various stakeholders across international departments, facilitated a common understanding of concepts and assessments, and his work has been shared and adopted by the top layer of the Remediation program.

Digital Data Expert (Business Analyst) | ABN AMRO

20-01-2020 - 30-10-2020

Based on ECB regulations, ABN AMRO is required to keep its risk models accurately trained at all times. For this reason, the bank decided to redevelop its models. It was necessary for the required data to be sufficiently available and of adequate quality for this redevelopment. To assess availability and quality, a number of gap assessments were set up. As part of the Corporate Data Office (CDO), Sarvesh was tasked with coordinating six gap assessments. As a Business Analyst (internally referred to as Digital Data Expert), Sarvesh had the following responsibilities:

- Organizing and leading workshops with IT/Modelling stakeholders with the aim of reaching a common agreement on required data attributes and related golden sources. Topics such as Master Data Management were discussed to determine golden sources.
- Collecting, documenting, and communicating technical mappings on the required data attributes.

The knowledge from the workshops was used to locate the data, after which technical mappings were formulated in a shared database.

- Leading analyses on data quality and availability. Tools such as Databricks, SQL, and Python were used. Under leadership, this included managing workshops, follow-ups, actions, and distributing analysis tasks across a team of Modelling Data experts.
- Coordinating and documenting assessments according to ECB standards: detailing complex IT landscapes, related business processes, data availability, and quality.
- Creating alignment between relevant stakeholders regarding gap assessment results, facilitating Q&A sessions to address any questions, discussing identified data gaps with Remediation Officers.
- Improving the onboarding flow of new colleagues by managing and building an online information platform with relevant documentation. Sarvesh also trained and assisted new colleagues in documentation, presentation, and stakeholder management.

Within 9 months, Sarvesh fully familiarized himself with a sector he was not previously acquainted with, resulting in his ability to easily discuss complex financial data with expert stakeholders. Additionally, he laid the groundwork for improving data quality and associated predictive models by coordinating and delivering six major gap assessments (80+ pages per assessment) signed off by ABN AMRO. Identified data "gaps" need to be addressed to accurately train ABN AMRO's risk models – solutions were addressed in the Remediation Program, for which Sarvesh was also requested in November 2020.

Business Analyst | PALLAS Reactors

01-09-2019 – 20-01-2020

PALLAS is a new research reactor that, according to the plans of the initiators (Foundation Preparation PALLAS reactor), is set to replace the High Flux Reactor (HFR) in Petten and will be used for research and the production of isotopes for medical applications.

Sarvesh was given the opportunity to work with PALLAS with the aim of realizing a Digital Twin for their plant and providing a suitable (semantic) information model for data exchange according to the ISO 15926 standard.

Sarvesh acted as a Business Analyst to iteratively build an ISO 15926-compliant information model. This model would be used to store Digital Twin data and share it with other parties if necessary. He consulted with stakeholders from Great Britain and Portugal to discuss the requirements of the information model.

After several discussions, clarity was obtained regarding the requirements of the model. Sarvesh documented potential solutions and shared them with the team. This allowed for the first iteration of the model. Sarvesh created a semantic model consisting of a working taxonomy, information model, and agreed-upon restrictions. The model was delivered to stakeholders and further expanded in later iterations.

Data Analyst | European Credit Partners

01-06-2018 - 31-08-2019

European Credit Partners found themselves in a situation where they had ERP software built but were unsure of the possibilities of the data produced therein.

After successfully completing his master's degree, Sarvesh took on the role of Data Analyst. His task was to investigate the strengths and weaknesses of the data and to develop appropriate functionalities in SCRUM settings to facilitate data-driven decisions. Mainly, the possibilities for customer profiling and payment predictions needed to be explored.

After mapping out the wishes of management and the operations department, Sarvesh worked with the ERP developers to examine the data contained in the software and what was still required. It was concluded that credit information needed to be purchased to make the analyses successful, so Sarvesh, in addition to his duties as an Analyst, also entered into a contract with Dun & Bradstreet for its provision. Through SCRUM sessions, Sarvesh, along with the Product Owner and ERP software

developers, used various data sources as input for usable use cases. Additionally, he developed and helped implement the logic of customer profiling and payment predictions with the same team.

European Credit Partners is able to use its own data, combined with purchased data, for customer profiling and payment predictions within its own ERP environment.

Business Analyst | European Credit Partners

01-06-2017 - 31-08-2019

In the trend of process optimization, data management, and scalability, European Credit Partners sought to establish an ERP environment to manage its entire financing flow from start to finish. Since off-the-shelf software did not align with the management vision, it was decided to build custom software.

Sarvesh was tasked with facilitating the development of the ERP software. Since the software had yet to be written in the initial stage, the work began with capturing the requirements from management and operations. During the development stage, Sarvesh elaborated on many business requirements and communicated them to the ERP developers. Weekly analyses and reviews were scheduled for this purpose. Although Sarvesh was already working at European Credit Partners as a Business Analyst, he shifted his focus from IT infrastructure to ERP software.

In his role, he collaborated with the Product Owner and ERP software developers to understand European Credit Partners' requirements and translate them into workable software solutions using use cases, wireframes, data models, and process diagrams. Over approximately 40 sprints, he contributed to building a workable software solution within a Scrum setting.

European Credit Partners now has a functional ERP environment capable of accommodating its entire business process. This environment not only allows for significant scalability to accommodate additional FTEs but also enables the organization to differentiate itself from competitors through flexible development.

Business Analyst | European Credit Partners

01-06-2016 - 31-05-2017

Due to its rapid growth, European Credit Partners needed a stable IT infrastructure. Issues such as network, hardware, licenses, and accounts were not managed consistently, raising doubts about the scalability of the infrastructure. Sarvesh started as a Business Analyst to investigate and restructure the IT infrastructure, aiming to facilitate European Credit Partners in developing a stable work environment. Workstations needed to be up-to-date, and aspects such as internet and telephony had to become more stable.

Through workshops and discussions with management and employees, clarity was achieved regarding the project's requirements and desires. A plan of action was drafted, documenting these requirements along with potential solutions. Additionally, market research was conducted on IT firms that could potentially assist with restructuring the IT landscape. After concluding that many of these firms could not help, the entire IT infrastructure was rebuilt in collaboration with other IT team members, starting with internet, followed by telephony, and finally hardware and software.

European Credit Partners can now operate its business on a stable IT infrastructure and is better equipped to scale up workstations and employees.

Business Analyst Intern | Rijkswaterstaat

01-08-2015 - 29-02-2016

Rijkswaterstaat found itself investing a lot of energy in its open data delivery without actively considering the needs and desires of its users. The organization gradually felt as though it was working blindly. To provide the best service possible, Rijkswaterstaat sought someone who could understand and translate user requirements into clear recommendations.

Sarvesh was hired as an intern to conduct this research. His task, in addition to assessing the data service, was to assemble a diverse research group and interview them. Identified quality requirements needed to be translated into understandable recommendations suitable for both the management and operational levels of Rijkswaterstaat.

The research began with internal interviews to investigate how Rijkswaterstaat handled its data, the expectations of the research, and who the stakeholders were. Through external interviews and attending conferences/exhibitions, a research group was formed. Workshops helped determine how open data was used, expectations for Rijkswaterstaat, and how the use of open data could be improved. All findings were processed into recommendations and finally presented to all stakeholders.

Rijkswaterstaat agreed with the recommendations and implemented them to make top-down improvements to the data portal, among other areas.

Certification

Business Analyst level 1

Training

- English for Academic Purposes (Gecertificeerd voor C1)
- Business Analysis Essentials
- Procesmodelleren met BPMN
- Requirements Analysis
- Define & Refine Use Cases
- Scrum Kickstart
- Informatieanalyse Technieken
- Information Excellence Domain Course (Gecertificeerd)
- Pyramid Principles
- Scrum Product Owner Training
- Writing User Stories
- BCS Foundation in Business Analysis (Gecertificeerd)
- Decision Modeling in DMN

Education

Tilburg University - Master of Science (MSc), Information Management (2017 - 2020)

Tilburg University - Pre-master (Bachelor), Information Management (2016 - 2017)

Hogeschool Rotterdam - Bachelor of Applied Science (B.A.Sc.), Business Administration / Business Management (2012 - 2016)

Gertrudiscollege - HAVO, Economics and Social Studies (2005 - 2011)

Language proficiency

	Speaking	Reading	Writing
English	Fluent	Fluent	Fluent
Dutch	Native	Native	Native

Competencies

Attention to Detail
Business Intelligence and Data Warehousing
tools/technologies
Electronic Data Interchange (EDI)
IT Management
Management Interaction
Planning & Organization
Scrum
XML

DevOps
Agile
Business Process Modeling Notation (BPMN)
Facilitation
Leadership (People)
Negotiation - Business Development
Presentation
SQL

Roles

Business Consultant
Business Analyst
Information Analyst
Data Analyst

Team Leader
Application Consultant
Process Facilitator

Industry experience

Banking
Central Government
Energy

Consumer Products
Manufacturing
and Distribution