

Han van Loon

Scrum Master Coach, Global Project Manager, IEEE Professional Activities Thought Leader
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Summary

Goal: Help people to improve and enjoy work by excelling at what they do.. Experience: Professional training and coaching Innovation, culture management and change management Scrum master coach, agile method courses, advanced software development methods Quality systems, assurance and improvement Process engineering and improvement including risk based methods Corporate and cross-corporate coordination and liaison Knowledge management IT and MIS management MBA teacher and visiting professor Specialties: High quality culture and process management establishment and improvement leading to higher efficiency and lower quality costs. Risk based process management methods - Practical Process Profiles. Team Based Business Design Improvement. Scrum master coach STARS individual and team excellence and innovation coach Quote: "Managers who try to save money by not training their staff are like people who try to stop their watch movement to save time."

Experience

Global Project Manager - Certified Scrum Professional - Scrum master coach and trainer at Zurich Insurance

January 2009 - Present (7 years 2 months)

Lead innovative and agile project delivery including Agile methods like Scrum & XP. Train and coach teams to use Scrum for business innovation and projects. Transformation for Business and Project teams using Scrum and STARS: 51 and counting! Scrum certifications include Scrum Master (CSM), Scrum Product Owner (CSPO) and Certified Scrum Professional (CSP). Create and facilitate Solution Delivery Life Cycle (SDLC) integration with the Zurich Project management framework: ZPMF. IT, SDLC & Quality management expert and Trainer. Global Project roll-out manager for SDLC.

Owner, CSP, CSPO, CSM at Leistungs Consult

2005 - Present (11 years)

High performance team work and management coaching. Agile methods expert including Scrum, Kanban, Scrumban, Evo. Management methods incorporating change and knowledge management. Process engineering, management and improvement. Process assessment ISO 15504 Practical Process Profiles - risk based methods for designing and improving processes. Team Based Business Design Improvement. STARS Knowledge Cafés and the STARS methodology. Clients include Postfinance, SwissRe, Philips, A-Lanes-A15, IXAS, Croon NV, & Schindler.

Principal Consultant at Leistungs Consult GmbH

2005 - Present (11 years)

Innovation, culture and change management, team leadership, coaching and mentoring. Team and Enterprise improvement for Postfinance. STARS methodology. Process Engineering, assessment and improvement for A-Lanes-A15, IXAS and Croon NV. Web site design and development. Agile methods for product development for Schindler.

Swiss Region 8 Professional Activities coach and thought leader at IEEE Region 8

2010 - December 2015 (5 years)

Thought leader for IEEE R8 professional activities. Leadership and team workshops using the STARS methodology. Volunteer trainer.

SNV UK15 Chair at ISO

2007 - December 2015 (8 years)

Leader of SNV working group for ISO standards for systems and software lifecycles, process assessment and improvement standards. Author and editor for ISO 15504 part 9

Switzerland representative to ISO JTC1/SC7 at ISO

January 2005 - September 2015 (10 years 9 months)

Official representative for SNV Switzerland to ISO committee JTC1/SC7.

Associate professor at University of Business and International Studies in Geneva

January 2008 - 2012 (4 years)

Associate professor teaching project management and culture management topics for MBA.

Visiting professor at Nottingham Trent University - ADMEC centre

January 2007 - December 2010 (4 years)

Visiting professor at the Advanced Design and Mechanical Engineering Centre. <http://www.admec.ntu.ac.uk/admecentre/Research%20Team/NMemProfessor%20Han.html>

Visiting professor at International University in Geneva

January 2004 - January 2007 (3 years 1 month)

Visiting professor teaching MBA and BBA operations management and project management

Senior Consultant at Synspace AG

2001 - 2005 (4 years)

IT, systems and software project consulting System design and software development process consulting, outsourcing, process assessment, risk methods and systems engineering projects. Clients included ESA, SwissLife, Postfinance.

Information Services Manager at Saab Systems

1991 - 2001 (10 years)

Head of information services department covering IT, quality management, documentation and configuration management; and auditing. Member of executive management team. In the position during the company

startup phase and through the rapid growth period until classed as a medium sized enterprise. Leader for internal MIS and IT systems.

Leadership team coordination at Saab Systems Pty Ltd

November 1998 - December 2000 (2 years 2 months)

Coordinate leadership and executive management teams between Saab Systems Sweden and Australia; coordinate research and development for the ship system SS2000 software product line; marketing coordination and execution for TransponderTech, Saab Technologies for Australian projects.

Quality Assurance Manager at Civil Aviation Authority Australia

1989 - 1991 (2 years)

Quality Manager for projects division. Contributor to Airspace 2000 and Airspace 2020 vision of CAA.

Project Engineering Manager & System Developer at Civil Aviation Authority

1986 - 1989 (3 years)

Project manager for data network and message switching projects. System designer and developer for data network and message switching projects.

Service and Support Engineer at AM Jacquard

1983 - 1985 (2 years)

IT systems

System Engineer, Service Engineer at ICL

1978 - 1983 (5 years)

IT systems

Certifications

Certified Scrum Professional

Scrum Alliance 2003 to 2006

Certified Scrum Product Owner

Scrum Alliance

Certified Scrum Master

Scrum Alliance

Volunteer Experience

Thought Leader at IEEE

January 2005 - Present (11 years 2 months)

Bringing the STARS methodology to future leaders and showing them how to become Star thought leaders in the future. Through workshops I help participants realize both personal and societal ambitions and make the world at least a little a better place.

Publications

Reach for the Stars, Leadership and Management in the new millennium

LC Publishing

Authors: Han van Loon

ISBN 0-9758325-0-6

Process assessment and ISO15504

Springer

Authors: Han van Loon

ISBN-13: 978-0-387-30048-1

Process assessment and improvement

Springer

Authors: Han van Loon

ISBN-13: 978-0-387-30044-3

Education

UBIS University

Master of Business Administration (M.B.A.), Teaching Professor, 2008 - 2009

International University in Geneva

Master of Business Administration (M.B.A.), Operations and Project management, 2004 - 2008

Activities and Societies: Teaching Professor - MBA

La Trobe University

MBA, Technology Management, 2000 - 2002

Deakin University

DipBA, Technology management, 1998 - 2000

Activities and Societies: Diploma Technology Management

Canberra TAFE

Diploma Arts, Graphic design, Photography, 1985 - 1988

Activities and Societies: Graphic design and photography

University of Melbourne

BE Elec, Electrical and Electronics, 1973 - 1976

Activities and Societies: Bachelor of Engineering Elected to University Assembly

Interests

Coaching and mentoring people. Training, improvement, STARS and Scrum. Skiing, mountaineering, hiking, golf, photography and wine.

Skills & Expertise

Thought Leadership

Coaching

Leadership Development

Leadership
Entrepreneurship
Organizational Culture
Change Management
Quality Management
Quality Assurance
Team Leadership
Program Management
Software Development
Process Engineering
Process Improvement
IT Strategy
Agile
Scrum
Process Assessment
Culture management
Management
Agile Methodologies
Agile Project Management
Project Management
Start-ups
Business Strategy
Certified Scrum Master CSM
Outsourcing
Business Transformation
Test Driven Development
SDLC
Team Management

Languages

English	(Native or bilingual proficiency)
German	(Professional working proficiency)
French	(Limited working proficiency)
Dutch	(Limited working proficiency)
Indonesian	(Elementary proficiency)
Japanese	(Elementary proficiency)

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22 people have recommended Han

"Han is an exceptional Scrum Master Coach and Scrum trainer. He is able to reinforce and expound on the principles of Agile and the concepts of the Scrum methodology by leveraging his first-hand experience from the wide-ranging projects in which he's served as the Scrum Master Coach. Han takes special effort to enhance the key themes and messages of Agile Scrum through cross-disciplinary topics. He has taken full advantage of sharing the different creative solutions he has seen to work from different geographies as part of his global scope of work. Han is a solid and robust Agile Scrum resource."

— **Rex Sarabia**, *APAC IT Governance, Risk, and Compliance, Zurich Insurance Company Ltd*, worked directly with Han at Zurich Insurance

"I met Han in an Agile awareness program conducted by him in Hong Kong. We were very lucky to bring him to Hong Kong for a month to train multiple business units, development teams and executives about the benefits of Agile and Scrum and the key factors needed to successfully deliver project results with high business value. The concept and methodology was well received by the teams. Han is incredibly helpful, resourceful and knowledgeable about Scrum. During this stay in Hong Kong, he provided training and coached us with pragmatic approach to practice Scrum. I am happy to recommend Han as a trainer and coach for any Scrum project."

— **Handy Khow**, *Head of Business Transformation, Zurich Insurance Company Ltd*, worked with Han at Zurich Insurance

"I had the pleasure to work with Han on two different projects. Han was the Scrum trainer and coach for both projects. Han brings in deep knowledge and practical experience in Agile methodologies. His training material is very well structured and his training skills are excellent, mixing theory, practical examples and group exercises. Han's training didn't stop after a few days of training. Han helped the teams on both projects adopt, learn and solve problems as they arose during the next weeks and months, coaching everyone until a very good level of competence was reached. I can say that Han's training and coaching was crucial to achieve the successes we achieved in both projects. Two years later after the most recent training from Han, we have now grown to a Scrum of Scrums setup with teams split across countries. We were able to achieve this thanks to the well understood principles passed on by Han to the team members. I can highly recommend Han Van Loon as a trainer and coach for any Scrum or Agile project."

— **Bruno Vieira**, *Sitecore and Scrum web developer expert, Zurich Insurance Company Ltd*, worked directly with Han at Zurich Insurance

"I have recently had the pleasure of working with Han in a large actuarial change project. We converted a number of teams from traditional waterfall approach to Scrum, and Han's support as my clients Scrum Coach & Agile Expert was instrumental in making this conversion a success. Especially his awareness sessions with the executive team, and introduction session with the Program Management helped our project tremendously. I got to know Han as a very knowledgeable, experienced and motivated coach that not only wants to help people go Agile, but wants to do this in a way that allows no shortcuts and is sustainable in the future. He provided pragmatic and sound advice in tackling challenges and supported his statements with real life examples. He was always ready to share his experience and expertise with others and help make them and the whole project successful. Han would be of great value to any project/department/company that wants to go Agile, and it would be a pleasure to work with Han again. "

— **Henrico Dolfing**, *Managing Consultant, Data Solutions GmbH*, was a consultant or contractor to Han at Zurich Insurance

"We, Farmers New World Life, were very fortunate to have Han Van Loon as our Scrum Trainer for more than a month long in 2014 at Mercer Island office. During his tenure here, we have gained from Han's expertise and knowledge about Scrum through and through. We are now confidently can utilize the Scrum methodology to deliver project on time, on budget and with quality. Last but not least, Han's passion to transfer knowledge to his students evidenced through activities that we were involved during our training, and of course, we enjoyed immensely; he is also projected esteemed leadership quality by allowing us to participate in the Zurich Scrum Network on monthly basis for shared knowledge among our peers; he is also highly regard and well respected to those who were in the class at Farmers. We want you back, Han!"

— **K Lu**, worked directly with Han at Zurich Insurance

"Han is an inspiring and energetic Scrum evangelist and coach in our organization and has helped a growing number of projects to adopt a Scrum approach in an impressive way. Great to work with Han."

— **Mathias Born**, managed Han indirectly at Zurich Insurance

"I have known Han for several years and he is an incredible leader and expert implementer of project management methodologies, agile development methodologies and IT strategy. I first began working with Han in 2011 at Zurich Insurance, co-facilitating training courses with him on architecture artifact integration into the standard project management framework. The courses were delivered to the company's architect community on a global basis. Han's expertise drove the core of the course, expertly positioning architecture deliverables into the project management methodology, driving attendee engagement and adoption and facilitating engaging learning through open and constructive discussion. I can endorse and recommend Han for his project and technical expertise as well as his character and professionalism."

— **Christopher Wells**, *Solutions Architect 4, Zurich Insurance Company Ltd*, worked directly with Han at Zurich Insurance

"Han is a great organized training expert, his workshops are exciting and interesting and lead directly to their objectives. His focus and passion are a real asset to lift a team on the next level!"

— **Monty Cachej**, worked with Han at Zurich Insurance

"Han has been a great Scrum coach at Zurich Insurance on a project I worked on, helping the team to achieve a high level of Scrum velocity."

— **Vamshi Krishna Govindu**, worked directly with Han at Zurich Insurance

"Han managed to successfully introduce the team to the scrum methodology and supported us through all sprints. Highly recommended to transform traditional project management into Agile."

— **Rubem Barbosa-Hughes**, worked indirectly for Han at Zurich Insurance

"Han trained and coached myself and the Zurich.com team to use Scrum to successfully deliver the latest generation of mobile customer experience for Zurich Insurance. The project has set a benchmark for excellence in customer service and has won several industry awards. Han went well beyond the standard role of trainer/coach, after the early initiation phases of the program he remained in the scrum room with the team and provided invaluable mentoring. His vast IT experience and delivery background provided incredible assistance and direction to the program in the early stages and ensured that the program continued. He brought objectivity and experience to all phases of the program from Theme/Epic/Story creation to stakeholder management and testing. I can recommend Han to anyone requiring a friendly, helpful expert to assist them, I would particularly recommend that you engage Han in the early initiation phases of a program to ensure its success. "

— **Margo Cronin**, *Program Manager, Zurich Financial Services*, worked with Han at Leistungs Consult

"I had the pleasure of placing Han on a short term project involving Scrum & Agile Training Delivery, Hans depth of knowledge in this area secured him much more work than initially expected and the client will most definitely re hire Han for any future assignments."

— **Joseph Quinn**, *Recruiting Team Lead, Oxford International*, was Han's client

"I had the pleasure of attending an inspirational presentation by Han on SCRUM methodology and organisational change. His boundless energy and insights were a light in the dark for organisational transformation approaches in large corporations. His ability to bring complex ideas to life through stories made for an enjoyable and rewarding experience. I would recommend Han without hesitation."

— **Ann-Marie Purvis**, was Han's client

"Han Van Loon is a editor of ISO/IEC 15504 TR part9 information technology - process assessment - target profile which include the concept described in the "Process Assessment and ISO/IEC 15504: A Reference Book" <http://amzn.to/dUtedE> and "Process Assessment and Improvement: A Practical Guide" <http://amzn.to/gDp1RV>."

— **Kiyoshi Ogawa**, worked directly with Han at Leistungs Consult

"Han came and trained and coached our startup Scrum team while I was at Zurich. One great thing I learnt from Han when he helped coached my team was the attitude of not procrastinating. He ensured that we take action immediately and not defer what can be done today till tomorrow. I am glad Han was hands on with my team and the feedback and encouragement he gave made adopting agile within the line of business a worthwhile experience. Thanks so much Han."

— **Davies Kenny Bamigboye**, *Senior Project/Programme Manager & Web Delivery Lead, Zurich Insurance Company Ltd.*, worked directly with Han at Leistungs Consult GmbH

"Han has always been exceptional in his Agile / Scrum teachings and I have seen him turn new teams with little to no previous Scrum experience to highly efficient performers. Recently Han was involved in training new Developers, Business Analysts and Testers for a Scrum team, part of a large scale programme with 40+ projects I was overseeing. His know-how and years of experience really stands out and it will always be a pleasure working with him. I can highly recommend Han's work. "

— **Evgeni Vachkov**, *Programme Manager and Global Outsourcing Consultant, Zurich Insurance Group*, worked with Han at Leistungs Consult GmbH

"Han van Loon and I got to know one another through the IEEE Region 8 committee. At the time, Han served as the IEEE Switzerland Section; he has presented a number of STARS Thought Leadership Workshops, and also the creator of the STARS methodology. With an engineering background, Han is also an expert trainer - Scrum, and in this way contributing globally towards large-scale software project development & associated management."

— **Saurabh Sinha**, worked directly with Han at IEEE Region 8

"Han Van Loon has a strong industry and academic background which helps him to develop various skills especially leadership and project management. I have worked closely with him for the first ever organized Professional Activities Summit in 2010 and had the chance to observe his extraordinary management skills. Having attended his many trainings so far, I'd have to confess my admiration as to his success for grouping/classifying things and people. He can easily understand ideas and thoughts, formalize them and turns them into actual implementations with influencing people around him. I highly recommend for everyone to join his trainings with reading his book before joining."

— **A.Gokhan Celebi, EMBA**, worked directly with Han at IEEE Region 8

"Han was the IEEE Region 8 Professional Activities Coordinator for some years and has organized and delivered workshops and presentations within his duties. All his workshops were extremely lively, interesting and people taking part in them wanted to repeat them. He was well organized and prepared to the last detail. His enthusiasm, expertise and personality make it possible for him to deliver the hardest assignments!"

— **Costas Stasopoulos**, managed Han indirectly at IEEE Region 8

"Han is a very Creative person, well-organized that always bring the Great Result by being on time and having this amazing mind and personality, during his work as a professional activities couch in Region 8 that held in The Hashemite University in Jordan we have learned a lot, with a lots of things to think about in the futures. Thanks Dr. Han"

— **Ramzi Almashtny**, was Han's client

"I worked with Han while we both were active at IEEE Region 8. During that time I saw Han run several workshops that were extremely well received by the attendants. Han's Learning Cafe and STARS approaches are well prepared, easy to follow and fun to attend. All in all Han is a systematic person who is able to accomplish a lot."

— **Urmet Jänes**, was with another company when working with Han at University of Business and International Studies in Geneva

"I met Han van Loon through the EU research program and the Dean of Engineering at Nottingham Trent University offered him a visiting professorship. We have worked together over several years and I can recommend Han's diligence, intelligence and competence."

— **Daizhong Su**, was with another company when working with Han at Nottingham Trent University - ADMEC centre

[Contact Han on LinkedIn](#)