

Rudy van Marum

IT Service & Transformation Manager — Leadership · ITSM · PM² · AI-driven delivery

Bringing balance back to recruiting — where candidates are assets, not resources.

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Nationality: Dutch & Luxembourgish

Available immediately — open to IT service, delivery and transformation roles in Luxembourg and the Greater Region.

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Profile

IT leader with 20 years' experience and a clear trajectory: from hands-on technician, to running service desks, to managing transformation projects, to building AI-powered systems myself today. I am the person organisations bring in to take control of a struggling or unstructured IT service — recover failing contracts, stand up service management where none exists, and turn chaos into documented, ITIL-based operations users trust. I lead multilingual teams, own the tool, vendor and budget decisions, and present the case to boards. Across healthcare, finance and education I have kept one constant: making IT both efficient and human. Fluent in five languages.

What I bring

Leadership & decision-making — Led IT and support teams of up to 11 people. Hire for service mindset over pure technical skill. Own tool selection, vendor negotiation and multi-year budgets (over €2M); present proposals to executive boards and get them approved.

Crisis control & service recovery — Take over failing or non-existent services and stabilise them fast: recovered a bank support contract from a departing provider under a pre-signature deadline; built a hospital's first working ticketing system from zero; ran teams through the COVID-19 shift to remote delivery.

Organisation & process — Restructure messy operations into documented, repeatable processes using **PM² (the European Commission's method)**, PRINCE2 and ITIL 4 — including writing the procedures that never existed before.

Communication & languages — Dutch (native), Luxembourgish / English / German (C2), French (C1). Lead multilingual, cross-border teams and translate technical complexity into plain language for users, vendors and boards alike.

Systems & tools — the evolution — Grew with the technology: VMware / Avaya / SCCM infrastructure era → modern ITSM platforms (ServiceNow, ServiceDesk Plus, Zammad) → project & process tooling (Wrike, Lansweeper, Intune) → AI today.

AI & automation — now — Work daily across **Claude, ChatGPT, Gemini and Manus**, and run them through a governed “second brain”: a structured knowledge base that grounds each model in verified context, keeps decisions consistent and auditable, and keeps sensitive data inside the EU/EEA. On top of it I design and ship dashboards, websites and original tools — to bring balance back to recruiting, where candidates are treated as assets, not resources, especially people over 45 and those without a degree.

Experience

Project Manager — European School II, Mamer (Luxembourg)

Jun 2021 - May 2026

Led process restructuring and project/process tooling across the school; advised management on change and best practice. - Built the IT-infrastructure replacement business case using **PM²** (EU Commission standard): full asset overview (Lansweeper), a 5-year budget of over €2 million, vendor negotiations — **all proposals and projects approved by the European Schools Admin Board**. Solution: VxRail, Dell DM5500 backup, Cisco Meraki, APC. - **Built the school's first IT ticketing system from scratch in Wrike** (it had none), then configured the platform end to end — project management, workflows, inventory, reporting, vendor collaboration and an automated purchase-request process. - Delivered an automated **Windows 10 rollout** across the administrative section with hands-off provisioning of new equipment. - Negotiated a **BYOD agreement** between Microsoft, vendor (ELGON), the school and parents at reduced, competitive pricing; coordinating Intune introduction for device management. - **Introduced custom GPTs into the project-management workflow** to streamline planning and documentation; set up two-way collaboration with the Central Office in Brussels. - Co-created a **SharePoint intranet** with an external expert and two assistants, running the launch communications that drove adoption.

Project Manager — MESH Sàrl, Gilsdorf (Luxembourg)

Nov 2020 - Jun 2021

Restructured customer-service and project processes for a web-development company; focused on cost reduction and streamlining. - Stood up the toolchain — **Slack, Zammad, Wrike** — and reshaped the team's approach around ITIL, Scrum and Agile principles. - **Led the team through the COVID-19 shift to combined on-site and remote delivery**, holding service quality steady through the disruption. - Established incident management, work distribution, documentation and knowledge-base practices.

IT Regional Support Leader — IQ-EQ, Luxembourg

May 2020 - Sep 2020

Led the regional support team (3 staff) across **Luxembourg, France and Switzerland** — multiple entities and locations. - Helped build the new ITSM platform (**ServiceDesk Plus**) with global teams (Philippines, Netherlands, Singapore, UK, Mauritius) — templates, modifications and adoption. - Documented missing procedures, handled 1st/2nd-level overflow and follow-the-sun escalation, and delivered SLA statistics and trend analysis to senior management and the business.

Service Account Manager — Know & Decide, Leudelange (Luxembourg)

Jan 2020 - Apr 2020

Managed customer accounts for the “Global View” data-quality product (CMDB, perimeter changes, data inconsistency); on-site installation, data analysis and customer feedback. - Rebuilt over-technical documentation, created training material, translated procedures FR→EN, and supported market expansion into Dutch-speaking Belgium.

ICT Help Desk Manager — ARHS Cube (Société Générale), Luxembourg

Aug 2019 - Jan 2020

Took over the 1st-level support contract for Société Générale **from a departing provider** and led a team of 7 technicians. - **Built the support operation from the ground up under a tight pre-signature deadline** — recruited the entire 7-person team (hiring for service mindset over pure technical skill) and set up the support structure: guidelines, procedures and the **ServiceNow** configuration for team and end users. - Worked directly with the client's management to keep the provider handover smooth and low-disruption.

ICT Help Desk Manager — Centre Hospitalier de Luxembourg

Apr 2015 - Sep 2019

Ran the helpdesk (6 operators + 4 trainees) and led the selection and implementation of the hospital's first working ITSM platform. - **Introduced structured service management where no working ticket system existed** — project-led the **ServiceNow implementation, delivered on time and within budget (Feb 2018)** using ITIL, PRINCE2 and Scrum; selected the tool and service partner (Devoteam) against defined technical and organisational requirements. - **Restructured the helpdesk/IT department around ITIL standards**: staff training, user documentation, bi-weekly ticket-volume and trend reporting, license management (SAP, Adobe), office moves. - **Designed ServiceNow workflows for every IT team and automated ticket distribution** — cutting the volume of calls reaching the helpdesk and freeing analysts for higher-value work. - Owned escalated incidents end to end, built real-time status monitors per team, and drove permanent fixes over short-term workarounds; specified and rolled out replacement card-reader hardware with a new vendor.

IS Analyst / Tech Support — Franklin Templeton Investments, Luxembourg

Jan 2006 - Apr 2015

Shared responsibility for the Luxembourg office IT infrastructure, supporting **130+ users** with 2nd/3rd-level desk-side support for regional offices. - Managed IP telephony/mobile (Avaya), virtualization (VMware), GOOD server and SCCM software distribution; built and distributed system images; ran encryption, file distribution and annual security testing. - **Set up a 'golden stock' of standardised equipment distributed across the European offices** through a single central provider, reducing cost and lead time; planned and executed an office move with disaster-recovery and business-continuity plans.

AI & automation — self-directed projects

Hands-on proof that I build with current tooling, not just manage it — designed, built and shipped solo (Astro / Vercel / Turso / Node / Claude API). Several target a cause I care about: a fairer hiring process for experienced candidates, especially those over 45 or without a degree.

- **The Work Behind the Title** — live web app (Astro / Turso + Claude API + Resend) that reframes how experience is assessed: a recruiter pastes a job description and an AI I built generates a tailored candidate page on the spot — built to give experienced candidates a fairer hearing than an automated keyword scan. → **Try it: <https://behindthetitle.eu>**
- **cairnterrier.lu** — my own Cairn Terrier kennel website (Astro / Vercel / Turso), including an AI-assisted breeding tracker I built and run end to end ("Gaia's Journey"). A live site I own and maintain — proof I ship and keep real systems running, not just prototypes. → <https://cairnterrier.lu>

Education & training

- **MEAO** (business economics) — NAC-opleidingen & AA College, Groningen, Netherlands · 1993-1994
- **MAVO** — Winsum, Netherlands · 1984-1988

Certifications

- **PRINCE2® Foundation** — Axelos
- **ITIL 4**
- **Microsoft Certified Professional (MCP)**
- **Generative AI for Project Management** · 2025

Languages

Language	Level
Dutch	Native
Luxembourgish	C2 (writing C1)
English	C2 (writing C1)
German	C2 (writing C1)
French	C1