

PERSONAL DETAILS



Full name	Joost Mul
Residence	Schiedam, Netherlands
Nationality	Dutch
Birthday	1991/06/13

PROFILE

"110% it not good enough". It's a personal motto where I truly live by, both in my personal live as in my professional career. Combine this with a love for data and exploration, and the sky is the limit. New environments or challenges don't scare me and like to face them head on. Usually, the solutions that are the result of this are quite outside of the box of ordinary solutions.

Although I've grown more into a manager, I haven't lost my connection with my tech "roots". I know what happens at operational level and am more than willing to guide and coach the persons around me. You'll also see this reflected in my choice of volunteer experiences.

One of the achievements of which I am the most proud is the creation of the entire Data / Analytics infrastructure for TransIP (and later team.blue). There were quite some challenges which were faced along the way, but one by one they were overcome. There were a lot of technical challenges, but also challenges related to stakeholder management and having everyone facing the same way in terms of data. Having built and set up a lot of tools on which 250+ people now rely upon on a daily basis gives me a huge sense of gratification.

SKILLS

Skills

- Stakeholder mgmt.
- Data Engineering
- ETL
- Datawarehouse building & maintenance
- Coaching & Guiding team(s)
- Tableau
- SCRUM/Agile
- Linux
- GIT
- Google Analytics / Tagmanger / Adwords
- Excel
- DevOps

Certifications

- Professional Scrum Product Owner I
- Lean Six Sigma Orange Belt
- Professional Scrum with User Experience I
- Google Analytics Individual Qualification
- Google Tag Manager Fundamentals
- Tableau Author

Languages

- Spoken & written
- Dutch (Native)
 - English
 - German (Basic)

Programming/tech

- PHP
- HTML
- JavaScript
- MySQL
- MSSQL
- PostgreSQL
- Python
- Java

EXPERIENCE

10/2020 – Present

Team Lead Analytics, team.blue NL – Leiden

The last few years of being a Data Analyst, I was already in charge of the planning & prioritisation of the Analytics department. In oct 2020, the transfer to a team lead became official. The tasks were partially a continuation of my tasks as an Analyst (for 30% of my time). The other 70% of my time I did the following tasks:

- Build the Analytics team (Data Analysts, Data Scientists and Developers/Data Engineers).
- Set KPI definitions together with the business
- Stakeholder management, combined with the prioritisation and planning
- Coaching & guiding the team in their personal & professional growth
- Implement structural ways to automate our budget processes.
- Automated implementation of data syncs with Hubspot (fed from our DWH)

07/2015 – 10/2020

Data Analyst / Data Engineer, TransIP & team.blue NL – Leiden

When started, I was the sole responsible person for statistics within TransIP. During this time, the entire data infrastructure was thought out and build.

- Create core KPI dashboards, used by (senior) managers to steer the business (examples: Net/Gross sales, churn, customers, upgrade paths, cohort analysis)
- Advise stakeholders during projects: Which KPI's are important and should be steered upon, plus generate insights and dashboards for that
- Create Datawarehouse for all brands (13 at time of writing) within team.blue NL to have unified data to report upon
- Build a Google Analytics-like application to internally track web statistics and marketing conversions
- Implemented and maintained marketing/analytics related technologies, like Google Tagmanager, Google Analytics, Google Adwords, DCM, Social media trackers, Nume (internal web/marketing tracking system)
- Create sales forecast models (Multiple Linear Regression) on specific product groups
- Build and maintained Tableau (server + desktop) environments
- Created and maintained an Analytics Cluster (Kafka, Spark, Zookeeper, Cassandra and Hadoop) for large scale / heavy data questions and machine learning.
- Creating standardized insights for running the day-to-day business: Support, Sales, Product usages, etc.

07/2015 – 10/2020

Full stack developer, TransIP – Leiden

Part of the Frontend team, later a full stack developer for the Webhosting & Domain team.

- Created an automated SEDO implementation for Customers to use
- Reworked the Control Panel
- Created One Click app installations on the Webhosting platform
- Automated lots of support processes, to lessen the burden on 3rd line / tech support.

07/2018 – Present

Head of BHV, team.blue NL – Leiden

BHV (or Emergency Response Officers) are mandatory according to the Dutch Labour Laws and are responsible for the safety of the employees

- Set up a team of 30+ BHV employees over 8 different locations
- Set up a role-bases/hierarchical structure to manage all of these
- Organise trainings and regular meetups to keep the knowledge on par.

EDUCATION

CERTIFICATIONS & TRAINING

2021-11	Professional Scrum with User Experience I , scrum.org
2021-01	Google Tag Manager Fundamentals , Google
2019-11	Tableau Author , Tableau
2019-11	Google Analytics Individual Qualification , Google
2019-11	Lean Six Sigma Orange Belt , Lean Six Sigma Groep
2019-09	Professional Scrum Product Owner I , scrum.org
2019-03	Dutch Labour Laws & Prevention Employee , ArboNed
2018-09	Effective Communication , YEARTH Academy

EDUCATIONS

2013-01	Bachelor of ICT , Haagse Hogeschool – Zoetermeer
2008-06	HAVO , St. Antonius College – Gouda

VOLUNTEER EXPERIENCE

09/2010 – 04/2019	Team lead , StudioGonz – Gouda StudioGonz is a volunteer driven music stage/bar. A team leader is responsible for making sure the events there go as expected. Example tasks are coordinating the team, responding to emergencies or just the general spokesperson for guests, artists and other volunteers.
09/2010 – 04/2019	Treasurer , StudioGonz – Gouda Ran daily financial operations
09/2014 – 04/2019	Cub scout leader , Scouting FLG – Schiedam Guides & mentored boys and girls (ages 7 – 11), help them grow and make them more self-reliant.
03/2018 – Present	Board member (Group guide) , Scouting FLG – Schiedam Responsible for the volunteer policies (intake, progress, appreciation, etc)
03/2019 – Present	Cub scout Regional Organiser , Scoutingregio Maasdelta Organiser of large scale (200 – 500 participant) events for cub scouts (age 7 – 11)
01/2020 – Present	Programme coach , Scoutingregio Maasdelta Advisor to 30+ scouting groups in the region on how to implement and improve their curriculum
12/2018 – Present	National Programme Team – Regional Activities , Scouting NL Part of a team that creates advises, programs and structures for the regional activities throughout the Netherlands

12/2018 – Present

National Programme Team – Advisory Team, Scouting NL

Part of a team that gives advice to all national and regional events on how to implement and improve the Scouting programme

12/2018 – Present

Trainer regional organisers, Scouting Netherlands

Trainer of the regional organisers, ensuring safety, financial stability, and quality

Please note that the irrelevant jobs and volunteer experience has been omitted. For my entire career, please check my LinkedIn page: <https://www.linkedin.com/in/joostmul/> or my personal website: <https://jmul.net>