

Personal data

Name	Melching
Address	Hendrik Ernst Bernard (Henk) Olof Palmehof 16 1314 WB Almere
E-mail	<u>Henk.Melching@unet.nl</u>
Nationality	Dutch
Date of birth	27 August 1962
Civil state	unmarried
Phone number	06 37 17 46 26
Personal profile	Customer focus, communicative, analytical, system thinking, critical.

Summary of employers

- 1998 - 2011** **Escalation Manager / Availability Manager**
Sun Microsystems – Oracle (October 2010)
- Ensure consistent delivery of the Global Customer Services Availability process**
Provide ownership for the communication, development, review and implementation of technical action plans for availability studies.
Act as focal point between all Global Customer Support departments, to drive availability in resolution of reactive calls, or predictability in proactive services.
Functions at all levels of management within the customer and Global Customer Services environment to perform management for the most complex availability issue's.
Drive availability issue's to maintain customer satisfaction
Generations of Availability plans and manage follow up actions
Identification of areas for improvement in the service delivery.
Responsible for a proper use of the ISO-procedures that are applicable for Availability.
Act as Escalation manager in complex Executive-level situations.
Training and coaching of engineers in Kepner-Tregoe Resolve and Incident Mapping
Facilitate complex issues with Kepner-Tregoe Resolve and Incident Mapping
- 1997 – 1998** **Datacenter architect, system manager Unix**
Seagate Technology International
- Responsible for architecture and engineering of an Oracle PDP-cluster**
Responsible for architecture and engineering of a Sendmail and DNS instance for Seagate Europe
Responsible for architecture and engineering of a Legato backup environment in a cross platform and cross data type environment
- 1992 – 1997** **Unix and VMS system manager**
Oracle Europe
- Responsible for Vax/VMS and Alpha/VMS system management for the National Language Support group and Quality Assurance group**
Responsible for Unix system management for the National Language Support, Procedural Gateways, Massive Parallel Processing
- 1985 - 1992** **Field and system support**
Thijssen Field service
- Field engineer PDP11/Vax11**
Support engineer VMS Internals and crash dump analysis
Support engineer Unix
Responsible for PDP11 diagnostics (XXDP),
Responsible for Vax11 Macro Diagnostics (Vax/DS)

Education and training

2011 - 2011	Critical thinking	Hanze Hogeschool Groningen
2003 - 2010	Trainer intercultural NLP	Institute of Social engineering
2000 - 2000	Master Coach intercultural NLP	Institute of Social engineering
1999 - 2000	Masters intercultural NLP	Institute of Social engineering
1999 - 1999	Practitioners intercultural NLP	Institute of Social engineering
2008 - 2009	Trainer, program leader Incident mapping	Kepner-Tregoe
2006 - 2008	Trainer, program leader Resolve	Kepner-Tregoe
1988 - 1990	HTS/HIO (2 year Certificate)	Haagse hogeschool Den Haag
1987 - 1988	MTS Mathematics/Physics	Ir. A.J. Versvelt MTS Utrecht
1984 - 1985	MTS Computer engineering	MTS Ede
1980 - 1984	MTS Electrical engineering	Gooise MTS Hilversum
1976 - 1980	LTS Electrical engineering	Willem Wiegers Huizen
1998 - 2011	Solaris/Unix SunOS 4.1.2 -> Solaris 11 (Admin and security)	
1997 - 1998	DNS and Sendmail	
1992 - 1997	Oracle RDBMS V7 & V8	
1985 - 1992	Hardware PDP11/Vax11 , Software Vax/VMS , VMS Internals	

Additional information

Treasurer Algemene Vereniging NLP Professionals (AvNLPP),
part of the European Association NLP (EANLP)

Hobby's:

Miksang photography, contemplative photography based on Shambhala and Dharma
art lectures of Chögyam Trungpa
Goldsmithing