Koolmees.IT
makes IT work



CONTACT

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STRATEGIC FOCUS

Global IT leadership
IT strategy that enables business objectives and international expansion

Cybersecurity & risk management
Protecting information assets and ensuring regulatory compliance

Digital transformation
Optimising processes, cloud adoption and collaboration across sites

Enterprise IT operations
Highly available, scalable and resilient business systems

Stakeholder & vendor management
Driving value from global technology partnerships

EXPERTISE

- ISO/IEC 27001:2022
- IT governance
- Security frameworks
- Cloud platforms
- Infrastructure
- Enterprise systems
- Multi-site IT
- Software development
- Project leadership
- Budget management

CURRICULUM VITAE

Ruud Koolmees

Head of IT Global · IT & cybersecurity advisor

Digital transformation | Cybersecurity | Enterprise IT leadership | Driving secure global growth

Profile

I am an experienced IT leader and cybersecurity advisor with more than twenty years of experience in IT infrastructure, digital transformation and information security. I help organisations professionalise their IT environment, manage risks better and make technology truly support their objectives.

My approach is pragmatic: I translate complex IT and security challenges into practical, achievable solutions. I often act as the bridge between management, IT specialists and external security experts.

Experience

Head of IT Global · Symeres

Sep 2023 – present

I define and execute the global IT strategy, ensuring technology fully contributes to business growth, scientific innovation and optimal operations. I lead the governance, architecture and delivery of secure, scalable IT services worldwide: infrastructure, cloud platforms, enterprise systems and strategic technology partnerships.

> **From local to global.** I transformed decentralised, locally managed IT departments into a single, integrated global IT organisation supporting multiple international sites. Standardised governance, security frameworks and processes significantly increased maturity, resilience and transparency.
> **ISO/IEC 27001:2022.** This transformation enabled Symeres to achieve certification for information security efficiently, reinforcing the trust of customers, partners and regulators.

Owner · Koolmees.IT

alongside Symeres

Through my own company I advise organisations on IT and cybersecurity. I also develop **Consigna** (2026): an online point-of-sale system for consignment and second-hand shops, with consignor management, a customer portal, payment terminal and webshop integrations (WooCommerce, Shopify) and support for multiple branches. I handle the entire process: design, development, hosting, security and shop support.

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CORE QUALITIES

Open and honest
I state my view clearly, respect decisions and constructively address what I believe is wrong.

Collaborative
I actively share knowledge and help resolve bottlenecks between teams and departments.

Pragmatic and service-minded
I solve problems practically, stand behind my team and put the business first.

Innovative
I constantly look for new ways to improve processes.

Accessible and transparent
I encourage open dialogue, so everyone feels free to share information and ideas.

Flexible and committed
I am available when needed, even outside working hours.

> Creating clarity, taking the **right measures** at the **right time** and strengthening digital resilience.

Experience (continued)

ICT Manager · Symeres — Jan 2020 – Oct 2023

I played a key role in the transition from local IT departments to a global IT organisation. I led the IT organisation, streamlined IT processes between sites and worked closely with internal teams and vendors on improvements and new technology.

ICT Manager · Mercachem — Dec 2006 – Oct 2020

I was responsible for developing and managing the company-wide ICT infrastructure (hardware and applications) and advised the board on investments and improvements. I led the implementation of SAS Visual Analytics, strengthening quality and efficiency.

Consultant · Batavier Software Support — Dec 1996 – Dec 2006

I provided ICT advice to clients, supported their system administrators, managed consultants and ran projects.

Project Leader · Belastingdienst (Dutch Tax Administration) — 1998 – 2001

Project UCOS: migrating 40,000 workstations to Windows NT 4.0 and all Novell servers to a new network environment with software distribution at every location; carried out with some 250 staff.

System Engineer · MSO · Computer Company · Install Data — 1991 – 1996

I developed, configured, tested and maintained computer systems to clients' requirements, supporting their business processes.

Engineer · B-Catel — 1989 – 1991

I installed equipment in KPN telephone exchanges across the Netherlands for PIN payments in shops and installed exchanges at KPN hub centres.

Education

2016	**Masterclass IT Strategy, Policy and Innovation** · NCOI Opleidingen
2016	**Executive Masterclass 'Creating a Successful Big Data Strategy'** · Vlerick Business School
2014	**SAS Visual Analytics** · SAS Institute
2011	**SAS Configure Business Intelligence Environment · SAS Enterprise Guide Queries and Reporting** · SAS Institute
1985 – 1989	**Digital and Electronics Technology** · MTS Arnhem