

GER SUVERKROPP

Senior Programme & Project Leader | Cloud, Infrastructure, Data Centres & Transformation

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EXECUTIVE PROFILE

Senior ICT programme and project leader with 25+ years of experience delivering complex technology, cloud, infrastructure, data-centre and transformation initiatives in international enterprise environments. Career progression from project and test leadership to senior programme management and leadership of a Cloud Services PMO. Combines strategic oversight with hands-on delivery governance, aligning business, technical, operational and supplier stakeholders to deliver controlled change in live-service environments.

Experience includes private, public and hybrid cloud; data-centre design, expansion, migration and operations; cloud automation; service-management transformation; cost optimisation; security and IT risk; and customer delivery. Has managed teams of approximately 6–15 Project Managers, plus a Test Manager where applicable, across the career. Held P&L accountability for Cloud PMO projects and programmes—not the entire Cloud Portfolio. Experienced in hybrid delivery approaches combining structured governance with Agile/Scrum/SAFe elements.

CORE COMPETENCIES

- Programme, project and PMO leadership
- Cloud, infrastructure and data-centre transformation
- Cloud Services PMO setup, governance and delivery standards
- Financial control, project/programme P&L, budgets and forecasting
- Data-centre build, expansion, migration, consolidation and decommissioning
- Supplier, contract, customer and senior-stakeholder management
- Risk, dependency, change, escalation and assurance management
- Cloud automation, CMP, ServiceNow, FinOps and operational improvement
- Information security, IT risk, ISO 27001/27017 and NEN 7510 contexts
- Team leadership, coaching and delivery capability development
- Business cases, TCO/ROI, benefits tracking and KPI dashboards
- Live-service migration, testing, operational readiness and handover

SELECTED CAREER HIGHLIGHTS

- **€21M data-centre expansion** — Led a 2010–2013 expansion programme involving two new data halls at Nieuwegein and a new Rotterdam data centre; improved PUE from 2.1 to 1.2 and coordinated six Project Managers and 60+ related projects over three years.
- **€11M global cloud refresh** — Led the three-year Integrated Cloud Ecosystem (ICE) programme across 11 data centres, including procurement, installation, validation, customer migration and legacy-stack decommissioning.
- **€2.9M annualised cost avoidance** — Led a global data-centre estate optimisation phase that decommissioned 175 racks across six countries in 13 weeks, exceeding the initial maximum expectation of 153 racks, with no impact on remaining live services.
- **Cloud automation and CMP** — Led assessment, proof-of-concept scoring and implementation planning for a Hybrid Cloud Management Platform supporting 4,300+ VMs, 1,100+ chassis, 400+ virtual hosts, 25+ Azure/AWS subscriptions and more than 2 PB of backup.
- **Technical Operations Automation** — Developed use cases and a three-year investment/benefits model based on approximately 280,000 incidents and 150,000 service requests, identifying annual optimisation potential of approximately €700k for incidents and €378k for service requests.
- **International programme delivery** — Led or coordinated initiatives across Europe, the Americas and Asia, including global cloud, data-centre, network-hub, infrastructure and enterprise-system work.

PROFESSIONAL EXPERIENCE

GETRONICS

Head of Cloud Programs | July 2021–present

- Established and led the Cloud Services PMO, defining delivery practices, procedures and governance.
- Held P&L accountability for Cloud PMO projects and programmes; drove savings through decommissioning, hardware refresh and licence optimisation.
- Coached Project Managers and led large-scale cloud and infrastructure implementations using hybrid delivery methods.
- Directed global cloud programmes, including the Integrated Cloud Ecosystem (ICE) technical refresh across 11 data centres.
- Developed KPI and decision-making dashboards for internal and external stakeholders and maintained alignment with strategic business objectives.
- Provided named-client delivery support for Crédit Agricole; written confirmation of the support was received.

GETRONICS

Senior Programme Manager – Cloud Automation / CMP & TOA | September 2025–present

- Programme-managed a Hybrid Cloud Management Platform for an environment comprising 4,300+ VMs, 1,100+ chassis, 400+ virtual hosts, 25+ Azure/AWS subscriptions and more than 2 PB of backup.
- Led technical and commercial assessment and proof-of-concept scoring of CloudBolt versus Morpheus; recommended and implemented CloudBolt following the proof of concept.
- Developed a phased roadmap covering portal integration, ServiceNow, FinOps/chargeback, disaster recovery/backup, Kubernetes/PaaS and multi-cloud.
- Produced board-facing ROI/TCO modelling with a target of positive ROI within 18 months; maintained the roadmap, risk register and integration view.
- Programme-managed Technical Operations Automation based on approximately 280,000 incidents and 150,000 service requests; identified rule-based automation use cases.
- Quantified approximately €700k annual incident and €378k annual service-request cost-optimisation potential and developed a three-year investment and benefits model.

GETRONICS

Senior Programme Manager – AOK ZSA Technical Refresh 3.0 to 4.0 | June 2024–present

- Leading the technical refresh of the AOK ZSA portal, covering automation, KaaS, ServiceNow catalogue, new hardware stack and decommissioning.
- Coordinated workstreams across Getronics, AOK and COLT, including multi-vendor dependencies, RACI/governance and delivery cadence under live-service constraints.
- Drove requirements through HLD/LLD, testing, UAT and pilot; coordinated implementation of the new hardware stack and decommissioning of the old stack.
- Adjusted the ServiceNow catalogue for operational self-service and standardisation, including SID, VM lifecycle, WAF, IAM, VPN, public IP, mail, certificates and non-standard requests.
- Updated security, process, certificate and reporting standards; tracked SIEM, vulnerability remediation, firewall cleanup, capacity/asset reporting and platform documentation towards stakeholder and audit readiness.

GETRONICS

Senior Programme Manager – Global Data-Centre Estate Cost Savings | February–July 2024

- Led Phase 1 of a global data-centre estate optimisation and cost-savings programme across Colt and AtlasEdge footprints.
- Decommissioned 175 racks across Spain, France, Italy, Germany, the UK and Portugal in 13 weeks, exceeding the initial maximum expectation of 153 racks from a 385-rack starting estate.
- Provided weekly governance, multi-supplier decommissioning coordination and CMDB/contractual-threshold reporting.
- Realised approximately €2.9M in annualised cost avoidance with zero impact on remaining live services.
- Executed Phase 2 ACI/OCN firewall consolidation and utilisation governance.

GETRONICS

Senior Programme Manager – Integrated Cloud Ecosystem (ICE) | July 2021–May 2024

- Led the technical refresh of the private-cloud stack across 11 data centres, from procurement and installation through testing, customer migration and legacy-environment decommissioning.
- Led a three-year programme with a budget of approximately €11M, excluding internal staffing, including more than €7M in hardware investment; maintained planning, delivery governance, dependencies, risk and forecast within the approved budget.

- Coordinated infrastructure, cloud, network, operations and customer-facing teams and managed Dell and Cisco against contracts, delivery performance and commercial commitments.
- Managed Cisco component and chip availability risks for the ACI stack with suppliers and internal technical teams, agreeing mitigations and escalating where needed to protect delivery timelines and customer commitments.
- Validated new environments before migration and retired the legacy stack only after migration and acceptance were complete.

BT

Senior Project Advisor / Programme Manager | February 2020–July 2021

- Created project plans, RACI matrices, Customer Delivery Journeys, PM guides, risk logs and KPIs for managed and hybrid cloud.
- Member of the Cloud Solution Hub SteerCo, maintaining oversight of hybrid, public and private cloud deliveries.
- Managed and reported security and technology risks for core systems and applications.
- Provided delivery governance, documentation and escalation management.

BT

Programme Manager | January 2016–February 2020

- Coordinated global COVID-19-related BT Cloud Compute programmes and projects; the source CV records a 98% success rate.
- Monitored hybrid-cloud solution delivery, conducted feasibility studies for cloud migrations and data-centre expansions, and maintained business/IT alignment.
- Reported to senior management as implementation and escalation manager.
- Led the Signify/Lighting separation programme (2016–2018) for Regional Network Hubs in Shanghai, Nutley, Singapore and Rotterdam. Directed the design team, prepared the PID, established communication lines between BT and third parties, and coordinated four local deployment teams.
- Oversaw transfer of physical servers and services to virtual servers (P2V), and designed and executed test plans for implementation and virtualisation.
- Guided the St Antonius Ziekenhuis data-room move to the Groenekan data centre (December 2015–March 2016). Coordinated migration planning, risks, dependencies, technical sequencing, testing, stakeholder alignment, operational readiness and handover under NEN 7510 requirements, with zero impact on live services.

BT

Senior Project Manager | January 2006–January 2016

- Led complex projects across cloud, IT infrastructure and enterprise environments. Typical named-project workload was one large, two medium or up to three small projects at a time.
- Led the €21M Data Centre Expansion programme (2010–2013): two new data halls at the existing Nieuwegein data centre and a new Rotterdam data centre. Improved PUE from 2.1 to 1.2.
- Coordinated six Project Managers and more than 60 related projects over the three-year data-centre programme, spanning infrastructure, facilities, core networks, cold-aisle containment, security, rollout, testing, commissioning, customer migration and operational handover.
- Worked within ISO 27001, ISO 27017, ISO 9001 and TIA-942 delivery contexts. The new facility was developed and financed by a corporate partner under a commercial model based on contracted footprint and energy consumption.
- Coordinated a portfolio of 130+ BT Compute infrastructure projects over 2013–2016, including server relocations, MER/SER builds and P2V, V2P, V2V and P2P moves. This was portfolio throughput over time, not simultaneous named-project workload.
- Served as interim IT Manager Data Center Services during construction, start-up and extension until a permanent manager was appointed. Held full BWSE responsibility (Building, Mechanical & Electrical, Security, Electricity); planned and forecast footprints and coordinated site-support teams, capacity, availability, service managers, clients and third parties.
- Managed risks, mitigation plans and budgets and coached junior and new Project Managers.
- Shell Real Estate (2007): test manager for the Planon facility-management rollout across the global buildings portfolio; defined the testing approach and pre-rollout processes.
- UWV-VMI (2007): restructured a multi-party mobile and fixed-telephony rollout by creating a plan of approach, restoring PRINCE2 governance and assigning a Project Manager to each of five departments.
- Philips BiCIT Data Access / PIAP (2007–2008): managed four Internet Access Platforms in Brazil, the United States, China and the Netherlands; migrated applications and services to the new platforms. São Paulo was delivered on a very short lead time.
- IBM / ABN AMRO (2008–2010, via BT): delivered infrastructure and data-management changes for the integration and subsequent separation of ABN AMRO/RBS and ABN AMRO/Fortis, and contributed to refreshing data in test environments.

Project Manager / Project Leader / Functional, Test and Site Management Roles | January 1997–January 2006

- Delivered customer and internal initiatives across telecommunications, transport, finance, enterprise applications and systems management, applying project plans, PID, RACI, risk/action logs and governance.
- LogicaCMG Quote Builder System, Dublin (2003–2005): designed and implemented a global system replacing Webshop so the Logica and CMG portfolios could be configured for standard telecom platforms. Managed a €1.1M budget, resources, planning and reporting to the project board and line management, working with two Project Leaders and their teams; received a written commendation and bonus.
- LogicaCMG Webshop (2003): functional manager for the global configuration application used by sales, finance and architects; gathered feedback from business units worldwide and wrote functional designs.
- KPN Telecom Procurement & Logistics / KPN Retail (2002–2003): functional manager during a phased retail-support-system rollout while the existing environment remained live; introduced structured incident management.
- LogicaCMG Claire 1.0 (2002): test coordinator for a voice-activated virtual receptionist; wrote the test strategy, indexed criteria, built the test environment and managed a four-FTE test team.
- LogicaCMG/KPN CAT2002 (2001–2002): test coordinator for a fixed-network customer-details application; created the test strategy and environment and managed a four-FTE test team for a version with limited documentation and no prior testing.
- KPN Telecom BIS for PAL (2001): set up functional management for a data warehouse providing logistics and sales insight from ERP systems; wrote the project plan and defined processes.
- CTG (2000–2001): site manager for consultants at client sites, covering reviews, agreed activities, client evaluations, on-site accounts and business-plan design. Also recruited and coached junior Project Managers and developed initiatives to give them client experience.
- KPN Telecom MIS (1999): designed an Excel/VBA reporting system for fixed-line order progress, from request to activation, including ISDN and PSTN.
- KPN Lease FinY2K (1999): supported the Access database tracking Year 2000 compliance, produced management reports, completed an integrity investigation that led to a new database design and coordinated two developers during deployment.
- KPN Millennium MVN/CAG (1998–1999): designed automated reporting for management and project teams, guided three programmers and an administrative colleague, and maintained functional management of the NiBBIT Access database, including SQL queries.

CERTIFICATIONS & PROFESSIONAL TRAINING

- PRINCE2 Foundation & Practitioner.
- ITIL v3 Foundation.
- UNIX User Administration and Security (AT Computing).
- Learning Threat Modeling for Security Professionals (2020).
- UNIX/Linux system and network administration; TCP/IP, Routing and Telecommunication Fundamentals (Global Knowledge / AT Computing).
- Business Objects;
- Cognos Powerplay;
- ASP.NET development;
- TestFrame;
- Situational Leadership; Presentation Skills.

TECHNOLOGY & PROFESSIONAL SKILLS

Programme and project delivery: PRINCE2, Agile/Scrum/SAFe elements, hybrid delivery, PMO, PID, RACI, RAID/risk and action logs, governance, escalation, testing, UAT, migration and operational handover.

Cloud and infrastructure: Private/public/hybrid cloud, cloud migration, cloud management platforms, data-centre design/build/operations, server migration (P2V/V2P/V2V/P2P), BWSE, PUE, TCP/IP, UNIX/Linux.

Automation and service management: CloudBolt, Morpheus Data (NUTANIX/HPE), Resolve/orchestration, ServiceNow, FinOps/chargeback, DR/Backup, Kubernetes/PaaS, multi-cloud.

Security and risk: ISO 27001 / ISMS, ISO 27017, NEN 7510, security governance, IT risk, audit readiness/evidence, security controls and corrective actions, GDPR/data residency, vulnerability management, IAM/PAM/WAF/SIEM.

Finance and performance: Project/programme P&L, budget control, forecasting, TCO/ROI, cost optimisation, benefits modelling, KPI dashboards, feasibility studies.

Tools and technology: vCloud Director, Zerto, Veeam, Qualys, Business Objects, Cognos Powerplay, ASP.NET, Excel/VBA, Microsoft Access and SQL.

Leadership: Team leadership and coaching, stakeholder and vendor management, commercial coordination, situational leadership, team development and escalation management.

LANGUAGES

- Dutch — native
- English — fluent
- German — Can understand, not speak.

SELECTED PERFORMANCE FEEDBACK*

- Getronics performance review, 2026: “Exceeds expectations” / strong performer. The review noted that expectations were exceeded in many areas, improvements were identified and implemented, and knowledge-sharing and colleague motivation were demonstrated.
- Getronics performance review, 2025: “Meets expectations” / good performer.
- Global data-centre estate decommissioning, 2024: written management confirmation that the contribution exceeded expectations; 175 racks decommissioned and approximately €2.9M annualised cost avoidance achieved.
- St Antonius Ziekenhuis data-room move, 2016: signed client evaluation, 9/10; positive recommendation for similar projects.
- DTCC client evaluation, 2014: 9/10; the client stated a wish to work together again.
- Sanquin migration, 2012: signed client evaluation, 9/10; migration was well received by Sanquin management.
- Philips PIAP / Data Access, 2008: signed client evaluation, 9/10; delivery met deadlines under difficult circumstances, including São Paulo on a very short lead time.
- BT COVID-19 cloud-compute work, 2019/20: line-manager review rated “Brilliant”, recognising the effort to accelerate COVID-19-related projects.
- BT annual reviews across 2008–2016 included ratings of Good, Very Good, Excellent and AS, with positive comments on delivery, customer feedback and the data-centre programme.
- CEVA Rotterdam data-centre lift-and-shift, 2015: written discharge praised the project team’s execution and professional management from start to finish.
- LogicaCMG Quote Builder System: written commendation and bonus.

*) Copies of the original performance reviews and customer evaluations are available upon request.