

# CV Anna Heijkoop

M.Sc. in Facility Management  
Fellow: FMN, IFMA, FMPro



## Personal data

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07.06.1987, Rotterdam, Netherlands

## Professional experience

05.2013-now

Axel Springer AG, Zurich, Switzerland

Facility Manager for different projects (100%)

- Project management of the digitalization of space management with new software (including floor plans, furniture, key management)
- Evacuation planning
- Development of new office concept
- Develop process descriptions

10.2011-04.2013

ZHAW, Wädenswil, Switzerland

Research assistant (50%)

- Concept development for Educational Website EuroFM
- Marketing for M.Sc. in FM
- Observations
- Support in project about quality of sustainable buildings (development of reports)

01-04 2013

euforia, Zurich, Switzerland

Program & communication responsible actNOW! 2013 in Zurich (50%)

- Organisation different program parts: workshops, action market and party
- Organisation promotion campaign for the recruitment of participants
- Coordination of the Event at 22-23 march

09.2009-02.2011

Lyceo Exam Training, Netherlands

Employee for training high school students for the exams (20%)

- Making online questions for the students to practise
- Teaching, giving presentations and explaining questions in subject of math.
- Coordinating a three day training with 10 teachers and 33 students

09.2010-02.2011

Lectureship Total Quality Management, Arnhem, Netherlands

Bachelor Thesis, 5 months (100%)

02-06.2009

Move Consultant AG, Basel, Switzerland

Intern (100%)

- Space management in different properties
- Work with CAFM (facility management tool for controlling)
- Work with Aperture (database)
- Work with PaintShop Pro
- Check dossiers
- Attend meetings and work out the minutes
- Join workshops and interviews

03-06.2007

OCE-Technologies, Venlo, Netherlands

Employee in the customs department (100%)

- My task was to gather all suppliers' declarations, check them and file them digitally in the database and in hardcopy

- Work with SAP, small updates
- Work with Excel and Access
- Transfer information between those databases
- I have learned a lot about the firm and the business in a big firm and its department like sales, purchase and R&D

10.2006-02.2007      Viecuri medical centre, Venlo, Netherlands  
 Employee in facility department (100%)

- Contract management
- Check the space management
- Key management
- Update the inventory of all technical locals in the database
- Experience office automation
- Work with Ultimo FM
- Digitize and file user manuals of technical equipment

### Education

09.2011-03.2013      Master of Science in Facility Management (5,25)  
 Zurich University of Applied Science (ZHAW), Wädenswil, Switzerland  
*Objective Master Thesis: Sustainable Behavior - The effects of FM-related technical and organizational measures on the sustainable behavior of the end users of buildings*

09.2007-02.2011      Bachelor of Business Administration in Facility Management (4,6)  
 Hogeschool van Arnhem en Nijmegen (HAN), Nijmegen, Netherlands  
*Objective Bachelor Thesis: User Acceptance – Involving current and future residents in a development towards a concept of sustainable neighborhood and creating support*

02-07.2010            Exchange student Erasmus (5,0)  
 Ecole Supérieure du Commerce Extérieur (ESCE), Paris, France

2010                    Certificate of Entrepreneurship (4,6)  
 Hogeschool van Arnhem en Nijmegen (HAN), Nijmegen, Netherlands

1999-2005            Gymnasium, bilingual education Netherlands-German (4,8)  
 Valuacollege, Venlo, Netherlands

### Skills

#### Languages

- Dutch (mother tongue) / English / German / Swiss-German (quadrilingual)
- French (fluent)
- Spanish (basic)

#### IT skills

- Microsoft Office (very good)
- Ultimo, Acrobat, SAP, PaintShop Pro, SPSS (basic)

### Social engagement

03-08.2011            Language studies South America  
 Acquire basic knowledge of Spanish and South American culture in Peru, Ecuador, Bolivia, Chile und Argentina

Summer 2007            Jetson Chuming - orphanage – Tibet  
 Volunteering job in orphanage in Tibet, where I taught English and did physical education with disabled children

### Hobbies & Interests

Dance (Jazz and Salsa), lecture, travel (visited countries outside Europe: Tibet, China, Senegal, Morocco, USA (New York), Peru, Ecuador, Bolivia, Chile, Argentina), cinema, music, cooking and gastronomy, guitar and singing