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Professional Experience

2021–2024 **Product Owner**, *Zorg van de ZaaK (ZvdZ)*, Utrecht.

Responsible for the employer web portal, ZvdZ Online, and employee web portal, Mijn ZvdZ.

- Most notable process improvements:
 - Helped the development team transition into Agile Scrum.
 - Introduced obligatory peer checks of code changes (Pull Requests).
 - Shortened the release cycle from quarterly to biweekly, greatly reducing pressure on customer support teams after releases.
 - Shifted QA testing from manual full app tests to computer aided delta based testing, reducing work and risk of human error.
 - Introduced feature-flags to the development cycle, further reducing pressure on customer support teams.
 - Helped the growing DevOps teams restructure according to Team Topologies.
- Most notable improvements in interdepartmental communication and cooperation:
 - Introduced interactive product roadmaps, visible to all internal stakeholders, increasing transparency and reducing redundant communications. (Jira based)
 - Introduced weekly meetings with fellow IT departments, aligning efforts and reducing waste by defending a single product backlog per product.
 - Pushed for ITSM tooling shared by all IT departments (which became TOPdesk).
 - Helped an internal customer on-board thousands of their customers onto ZvdZ Online. Hosted several workshops mapping their business processes with the goal of automation.
- Most notable product improvements:
 - Oversaw the complete rebuild of ZvdZ Online's front-end, using off-the-shelf building blocks for optimal development speed and flexibility (from Razor+AngularJS to Vue+Vuetify).
 - Redid all UX design of ZvdZ Online, streamlining design patterns, which improved both development speed and usability. (The new design maintained visual recognizability and the original navigation structure, which, combined with feature-flags, allowed for a smooth page-by-page transition from the old site to the new (single page) application.)
 - Oversaw project upgrading from Vue 2 to Vue 3.
 - Initiated back-end transition to Domain Driven Design (DDD) in order to improve data integrity and ease of domain thinking.
- Certified Scrum Product Owner (CSPO®)
- Relevant personal traits: analytical thinking, authenticity, creativity, initiative

2019–2021 **Lead UX Design & Front-end Development**, *Zorg van de ZaaK (ZvdZ)*, Utrecht.

Responsible for the complete redesign and rebuild of the customer employee web portal, Mijn ZvdZ.

- Helped the Product Owner prioritise stakeholder input.
- Redesigned all screens and user-flows of Mijn ZvdZ 2.0 in order to 1. be vastly more intuitive, 2. follow Material Design and 3. improve successful user registration.
- Lead the complete rebuild of the Mijn ZvdZ website (front-end) as a PWA (Progressive Web App), saving the company budget on building and maintaining a separate mobile app.
- Transitioned the team into a Jira-first communication, which allowed work to continue smoothly while working from home during the COVID-19 lockdowns.
- Launched online video consulting for thousands of professionals and clients, only weeks after the first COVID-19 lockdown. A perfect hot mess of tech, UX, training, and support.

- 2018–2018 **UX Design & Front-end Development**, *Ecochain*, Amsterdam.
- Helped the Product Owner prioritise stakeholder input.
 - Design: Lean UX, Journey Mapping, Rapid Prototyping, Wireframing, Mocking, Qualitative User-testing.
 - Tools: React, GraphQL, Apollo, Node.js, Webpack, Docker, SCSS, JavaScript (ES6), ESLint, Jest (Cucumber), Git, Bitbucket, Figma, Inkscape, Linux, JIRA.
 - Served as Scrum Master.
- 2017–2018 **Graphics Designer & Programmer**, *Lunar Games*, Amsterdam.
Responsible for graphics related programming for the game *String Theory*.
- Design: Visual, Qualitative User-testing.
 - Tools: Unity, ShaderLab (Cg), C#, Git, Github, VTST.
- 2015–2018 **Graphics Programmer**, *Wispsfire*, Utrecht.
Responsible for graphics related programming for the game *Herald*.
- Design: Visual.
 - Tools: Unity, ShaderLab (Cg), Shader Forge, C#, Mercurial, Trello.
- Herald Book I & II are available on Steam and GOG.
- 2015–2017 **Co-Founder, (Graphics) Programmer, Game Designer**, *DobbleStone*, Utrecht.
Design and programming for the game *Peaceful Era*. Title unreleased.
- Design: Game Design, UI Design, Qualitative User-testing.
 - Tools: Unity, C#, ShaderLab (Cg), FMOD, Git, Bitbucket, Asana.
 - Served as Scrum Master.
- 2014–2015 **Partner Support**, *Ziggo*, Schiphol.
Provided technical support to business partners by phone, email, and ticket system. (Ziggo is the largest cable operator in the Netherlands.)
- SIP, VOIP, (V)PBX, and trunking.
 - Initiated feedback flow notifying product owners of possible areas of improvement.
 - Received unsolicited letter of recommendation.
- 2012–2013 **Web Developer**, *Be More*, Nijmegen.
Maintained in-house web-based back-end framework.
- Tools: PHP, Prototype, MySQL, Drupal, Git, Linux, Bash, SSH, Conjob, JIRA.
 - Introduced the company to version control (Git).
- 2010–2011 **XML-engineer**, *Clipit*, Nijmegen.
Developed and maintained XSL-templates for scraping purposes.
- Tools: XSL(T), XPath, SVN.
- 2009–current **UX Design & Web Development**, *Freelance*.
Consultancy, UX design, graphical design, web development, and maintenance for small businesses.
- Consultancy: Lean, Value Proposition, Business Model Canvas.
 - UX Design: Journey Mapping, Wireframing, Mocking, Prototyping.
 - Tools: PHP, XHTML, CSS, JavaScript, jQuery, MySQL, Photoshop, Illustrator.
- 2009–2010 **Customer Service**, *E-care*, Duiven.
Phone operator and repair of Philips products.
- 2007–2008 **Computer Repair Technician**, *Hewlett-Packard*, Nijmegen.
Refurbishment of leased desktops, laptops, and workstations.

Volunteering

- 2022–2024 **Emergency response officer (BHV)**, *Crisicom, Zorg van de Zaak*.
Given a leading role at Zorg van de Zaak, knowing how to guide people through emergencies seemed useful. (Repeat courses at Crisicom every year.)
- 2015 **Event Volunteer**, *Dutch Game Garden, INDIGO 2015*.
INDIGO is a game expo organized by the Dutch Game Garden. Games displayed are created by independent developers and are open to be played by the public.
- 2015 **Event Volunteer**, *Control Magazine, Control Conference 2015*.
Control Conference is a developer focused game development event. In 2015 the event was bigger than ever, spanning three days of lectures.
 - Coordinated main lecture hall.
- 2014–2015 **Public Relations**, *Indievelopment 2015, Utrecht*.
Co-organised the Dutch indie game development conference Indievelopment 2015, which hosted 1000 visitors in the Jaarbeurs of Utrecht.
 - Public outreach and visiting of schools.
 - Organised Audience Awards for professionals and students.
- 2014 **Photographer**, *Casual Connect Europe 2014, Amsterdam*.
Casual Connect is the educational networking event of the Casual Games Association.

Education

- 2014–2018 **Master of Science**, *Breda University of Applied Sciences*.
Msc. of Game Technology.
 - Thesis on creating the first Virtual Texture support in real-time GPU path tracing.
 - Tools: C++ , CUDA, Git, Python.
- 2010–2014 **Bachelor of Science**, *Utrecht University*.
Bsc. of Computer Science, specialised in Game Technology.
 - Minor Game Design at University of the Arts Utrecht (HKU).
 - Bachelor's Project: team project on intelligent agents in Java and Unity3D (C#).
- 2002–2008 **Pre-University Secondary Education**, *Stedelijk Gymnasium Arnhem*.
 - Specialised in the classical period and Latin.
 - Graduated in two profiles: 'Nature and Technology' and 'Nature and Health'.

Skills & personality

- Management Certified Scrum Product Owner (CSPO®), Scrum Master.
- Soft skills Public speaking, education, stakeholder management, leadership.
- Personality Analytical thinking, high IQ, authenticity, creativity, initiative.
- UX design Lean UX, design thinking, journey mapping, process mapping, (physical) prototyping, wireframing, mocking, user-testing.

Languages

- Dutch Native proficiency
- English Professional working proficiency

Tools

- Proj. manag. JIRA, Confluence, Asana, Trello, VSTS.
- Imaging Figma, Photoshop, GIMP, Illustrator, Inkscape.
- Programming C++ , CUDA, C#, Cg/HLSL, Clean/Haskell, Java, JavaScript, PHP, Python, SQL.
- Markup CSS3 (SASS/SCSS), LaTeX, (X)HTML, XML, XPath, XSL(T).
- Fron-end Vue, React, Angular, jQuery.
- Versioning Git, Git-Flow, Mercurial, SVN, Bitbucket, Github, Gitlab.
- Game dev. OptiX, Unity3D, Shader Forge, FMOD, Twine, XNA.
- Other tools Drupal, Docker, Jest, ESLint, Webpack, VS Code, Linux, Bash, SSH, Cronjob.

Interests

Bouldering, rock climbing, boxing, spaceflight.