

Lukas Degens, MBA

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**Operations, Service & Transformation Leader | Partnerships,
Governance & Change | Executive MBA**

Senior leader operating across operations, service, transformation and governance in complex, stakeholder-rich environments. Experienced in leading teams, shaping strategic partnerships and improving services, platforms and organisational processes under pressure. Recent executive MBA graduate with international experience in higher education, enterprise services and digital transformation.

WORK EXPERIENCE

**University of Amsterdam (UvA) •
Amsterdam, North Holland, Netherlands • 02/2023 – Present**
Head of Platforms – Student Information Systems (SIS)

- Lead platform direction, governance and operational delivery across a shared higher education environment spanning the University of Amsterdam and Amsterdam University of Applied Sciences.
- Serve as a member of the management team within the shared services organisation, contributing to decision-making on service quality, platform development, governance and organisational priorities.
- Lead three product teams covering Enterprise Service Management, case management and system integrations in a complex, stakeholder-rich environment.
- Manage relationships with strategic suppliers and implementation partners, with responsibility for governance, alignment and delivery oversight.
- Contribute to steering committees across Enterprise Service Management, RIO and RPA initiatives spanning UvA and HvA.
- Played a leading role in the Enterprise Service Management tender and implementation, and held sector leadership roles through HEUG Europe as Assistant Co-Chair (2023) and Programme Chair (2024, 2025).

**MBO Amersfoort • Amersfoort, Utrecht, Netherlands •
01/2020 – 02/2023**

Coordinator ICT / Head of IT Operations

- Led day-to-day IT operations and the further professionalisation of IT services within the organisation.
- Served as part of the ICT management team, contributing to service strategy and organisational decision-making.
- Combined operational leadership with service improvement, supplier management and stakeholder coordination to support continuity, reliability and clear service delivery.
- Led IT operations across service desk, desktop support, and system and network management.
- Managed IT staff and contributed to the development of service processes, supplier relationships and ICT policy.

CORE EXPERTISE

Cross-Functional Leadership, Digital Transformation, Governance & Change, Negotiation & Alignment, Operations Leadership, Platform & Process Optimisation, Service Design & Improvement, Service Transformation, Stakeholder Management, Strategic Partnerships, Strategic Planning, Supplier Management

Languages: Dutch: Native, English: Fluent, German: Conversational, Spanish: Working Knowledge

EDUCATION

Executive MBA (Master of Business Administration)

Nyenrode Business University
Breukelen, the Netherlands
01/2024 – 09/2026

International executive programme combining leadership, strategy and cross-sector learning through modules across Europe, Africa, Asia and the United States. Selected by peers as Class Representative, serving as liaison between our cohort and faculty governance.

IT / ICT Management

Graafschap College
01/2006 – 12/2010

CERTIFICATIONS

PRINCE2 Foundation

05/2022

AXELOS Global Best Practice

- Led and planned multiple ICT projects, including timelines, communication and budget coordination.

CY2 • Barcelona Area, Spain • 02/2016 – 02/2020

Consultant Campus Solutions

- Supported and advised higher education institutions across Europe and beyond on the implementation, optimisation and ongoing support of Student Information Systems (Oracle PeopleSoft Campus Solutions).
- Combined functional and process consultancy with service ownership, project coordination and client advisory work in complex, multi-institutional environments.
- Set up and coordinated application support services, including service processes, tooling, roles and responsibilities.
- Acted as Service Manager for client environments, coordinated releases and upgrades, and contributed to service agreements and operational continuity.
- Worked across domains including core student administration and Student Financials, while advising on system use, business processes and GDPR-related topics.
- Collaborated with internationally renowned institutions including Cambridge, ESADE, INSEAD and Koç University, and contributed to presentations on application features, test automation and GDPR at international conferences.

Azonto Media • Fuengirola, Spain • 02/2014 – 02/2016

Owner / Self-Employed

Delivered IT, support and business services to international clients across technical, operational and commercial work.

- Provided technical support across Dutch-, English- and German-speaking markets, with end responsibility for the Dutch and English market in selected client environments.
- Combined interim operational leadership, employee onboarding and training, and contributions to marketing and product discussions.

Magic Unlimited • 08/2012 – 01/2023

Commercial Employee

- Worked at the intersection of entertainment, sales and partner relationships within the leisure and events industry.
- Managed bookings, promotional collaborations and stakeholder relationships across corporate and leisure contexts, building early experience in negotiation, partnership development and customer-facing operations.

Earlier Experience • the Netherlands/Spain • 11/2010 – 10/2015

Earlier roles across media, IT, marketing and service desk functions in the Netherlands and Spain.

Building a foundation in communication, technical operations, customer service and business support. Includes radio hosting/interviewing, systems administration and marketing, and service desk / IT support roles.

- **On Air Radio — DJ / Radio Host | 2012–2015**
- **Into Objects — System Administrator & Marketeer | 2013–2014**
- **Beter Horen / Amplifon — Employee Service Desk & IT Management | 2012–2013**
- **Sensire — Employee Service Desk & IT Management | 2010–2011**

ITIL 4 Managing Professional

09/2021

AXELOS Global Best Practice

CONFERENCES & PUBLIC SPEAKING

Speaker / Presenter

10/2016 – Present

Delivered keynotes on personal development and presented expert sessions globally on various topics.

IAAPA Expo Europe

09/2026

Self-funded attendance to explore the sector's dynamics, assess how my skills translate, and evaluate future career alignment.

VOLUNTEERING & LEADERSHIP

KNVB

02/2006 – 09/2012

Referee

Referee for the Royal Dutch Football Association, building early experience in decision-making, authority and performing under pressure.

Nandom Senior High School – Ghana

09/2009 – 03/2010

IT Technician / IT Teacher

Supported network implementation, delivered IT teaching and presentations, and maintained ICT hardware while providing technical support and problem-solving in a school environment.