

# Curriculum Vitae

## Personal information

Name dr. ir. Johannes Jacobus (Hans) de Graaff  
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## Profile

Strong analytical and conceptual skills, ability to quickly focus on relevant issues.  
Good communication skills, both verbally and in writing, with the ability to bridge commercial and technical domains.  
Strong affinity with business drivers and technological innovations.  
Good team player, enjoys getting a great result out of a group.

## Professional experience

2006–present Technical lead and co-owner, Winkwaves, The Netherlands  
Responsible for all things technical at Winkwaves, including design and development of Winkwaves Stage (also available to the public at <http://watvindenwijover.nl/>), prototyping of new service concepts for clients, and custom web application development.

2004–2005 Innovation manager, KPN Mobile, The Netherlands  
Program manager for i-mode innovation projects within the KPN Group. Realization of several platform releases, each with multiple new or improved services. Coordination and stimulation of whole development chain from strategic marketing through implementation.

2003 Service Development manager, KPN Mobile, The Netherlands  
Design of 3rd generation i-mode handsets and services which have been successfully introduced in 2004. Coordination of marketers, innovation managers and technical experts from the KPN Mobile Group to develop service ideas and select most promising services for implementation.

2001–2002 Consultant, KPN Research, The Netherlands  
Creation of i-mode services roadmap and strategic decision documents for i-mode before and after commercial introduction. Man-

- agement of the balance between commercial and technical aspects of service introduction.
- 2000 Project leader, KPN Research, The Netherlands  
Project leader of a research project concerning “People on the move in 2005”. Creation of a vision for mobile services for business and personal use based on four social scenarios and production of material to communicate this.  
Support of initial negotiations between KPN Mobile and NTT DoCoMo.
- 1997–1999 Innovator, KPN Research, The Netherlands  
Project manager of a cluster of innovation labs; project leader of multiple projects, both national and international, in the area of Unified Messaging, Speech technology, Service Development and Innovation, 3G services.
- 1992–1997 Research Associate, Delft University of Technology  
Research interests: design of interactive systems, usability of interactive systems, web technology, supporting cooperation between people.
- 1992-1997 Lecturer, Delft University of Technology, The Netherlands  
Course: “Design of highly interactive systems”. Created environment and manuals for practical work assignments, and assisted several groups of students.  
Supervised several students on their Masters Thesis work.

## Education

- 2004–2005 NIMA-B Strategic Marketing course
- 1993–2001 Ph.D. in Informatics  
Delft University of Technology, Delft, The Netherlands  
“Developing Interactive Systems: a perspective on supporting ill-structured work”.
- 1986–1992 M.Sc. in Informatics  
Delft University of Technology, Delft, The Netherlands  
“Context-sensitive help as an integral part of a user interface design environment”.
- 1980–1986 Diploma VWO  
Zandevelt College, 's-Gravenzande, The Netherlands

## Other experience

- 2005–present Developer at Gentoo Foundation. See <http://gentoo.org>
- 2001–2003 Vice-Chair of SIGCHI, the Special Interest Group in Computer-Human Interaction of the ACM. See <http://sigchi.org/>
- 1996–2000 Several positions in organizing three CHI conferences.  
Demonstrations Co-Chair (2000), Student Volunteer Co-Chair (1998), Computing Support Chair (1997).

1994–present      Creation and maintenance of the HCI Index  
<http://degraaff.org/hci/>

### **Expertise**

Telecom            Service Development, i-mode, 2G & 3G mobile applications.  
Computing        Web applications, P2P technology; Unix; Ruby and Ruby on Rails, C, C++, C#, Perl; Overall early adoptor of emerging technology.  
Languages        Dutch (mother tongue), English (fluent), German & French (reading/speaking).

### **Other interests**

Skiing, hiking, reading, service development for friends.

Delft, January 21, 2007