



Mickey van Dongen

PROCESS CONSULTANT · PROCESS DIGITALISATION · POWER PLATFORM

I make complex multi-party processes run without me

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PROFILE

Process consultant with a hands-on background in logistics and operations, built since a student job at the ECT container terminal in the Port of Rotterdam (2010–2016). Combines process analysis with building and implementing digital solutions: digitalising workflows, reducing manual work and connecting shop floor, office and management with Microsoft Power Platform.

Approach: speaking with every party involved about how the work is done and received, designing a solution that fits all of them, refining and implementing it together, and handing it over so the next person can continue straight away.

EDUCATION

Aircraft mechanic training (Royal Netherlands Air Force), Sales, Automotive Engineering and Small Business & Retail Management — started, not completed. Expertise developed through practical experience.

KEY STRENGTHS

- Connecting internal teams, suppliers, partners and customers
- Turning fragmented handovers into clear work packages
- Removing repetitive manual work and friction from processes
- Recognised by several employers as the link that gets people working together again

WORK EXPERIENCE

Process Consultant — Client: Delta Reefer Care

2025–2026 · Power Platform · 85+ users · 3 departments

- Started as a seasonal worker; built Excel tools that removed 3–4 hours of PDF retyping per day and trained a colleague in Excel to produce reliable figures.
- Advised the director to adopt Microsoft Power Platform (one vendor for data and liability, covering the parent companies) and was asked to build it.
- Replaced paper work orders, WhatsApp and email in a 24/7 operation with 3 shifts and 5 teams; mechanics no longer collect printed jobs at the office.
- Built a handheld app for mechanics at the ECT terminal and desktop apps for office and operations on one shared backbone.
- Errors and missing information almost eliminated; after 1.5 years the whole organisation runs on the platform, with KPIs in Power BI.

Expeditor — Aramco · Contractor

2023–2026

- Managed a live pipeline of 350+ purchase orders across Aramco’s refineries, as an ongoing operation rather than a closed project.
- Steered inspections, deliveries and priorities through planned shutdowns, overhauls and disruptions, giving contractors and material leads a reliable schedule.

Site / Project Coordinator · Contractor

2020–2023

- Led a three-person core team on prefab villas, apartments and industrial foundations, including for chemical plants.
- Coordinated third parties, interpreted drawings and managed execution from start to finish, including carpentry.

Expeditor — Kuhlman Repko · Employed

2019–2020

- Managed import shipments for major furniture brands, including Riviera Maison and Zuiver, during the early COVID-19 lockdowns.
- Replaced Outlook threads and phone calls with one OneDrive folder per shipment, accessible only to the parties involved.
- Enabled the customs agent to add export and import documents directly, keeping these supply chains moving despite understaffing.

Customer Service — Maersk · Employed

2019

- Took on a long-outstanding €150K Demurrage & Detention case and proposed a same-day €120K settlement.
- Based the proposal on the commercial reality that prolonged container disputes destroy value for both parties.
- Identified the approval route none of the managers knew and obtained authorisation from decision-makers in Denmark; a rare turnaround at Maersk Rotterdam.

Delivery Experience Specialist — Tesla · Employed

2019

- Identified that each delivery during end-of-quarter peaks required 5–6 separate documents (contracts, delivery notes, IDs), downloaded and printed one by one.
- Found a Salesforce specialist to adapt the system: one click produced one complete, print-ready delivery package.
- Supported a 10-person delivery team handling 500+ vehicles per day without loss of quality.

All-round Business Operations — Stone Solutions · Employed

2018

- Progressed from handing out tools to running the office for the director: planning, scheduling, sales, customer relations, B2B, budgets and HR.
- Brought the factory into compliance with SafeWork NSW silica regulations.
- Built an Excel/VBA catalogue with prices and markups; partners and a kitchen company placed complete orders themselves via PDF export.
- Handed over a working structure when the working holiday visa ended; the successor, hired on character, still runs it eight years later.

Customer Service Specialist — Time Matters · Employed

2016–2017

- Took ownership of a critical supply chain relocation for Sensata, a sensor supplier to the major car manufacturers, during a colleague’s absence.
- Managed dedicated European deliveries under high pressure, built the pricing model and negotiated automatic approval limits for fluctuating costs.
- Asked to travel to Germany to coordinate the operation on site.
- Built automated shared files enabling customer teams across regions to align volumes, pricing, partners and deliveries with minimal office support.

CORE EXPERTISE · Process design · Process optimisation · Lean · Stakeholder management · Implementation & handover · Excel / VBA · SharePoint · Power Apps · Power Automate · Dataverse · Power BI · AI-assisted workflows

ORGANISATIONS I HAVE WORKED WITH AND FOR

