

Marcel van Mackelenbergh

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Profile:

A Human Factors person with a strong emphasis on increasing the performance of the user. Currently I am setting up a discipline for improving the quality of metadata. I have been teaching, consulting, evaluating and changing the paradigm.

I have a strong need for being productive. My special interest is the field of Information Retrieval.

There are two sides of Information Retrieval : a technical side and a human performance side. The human performance side includes:

- metadata that allow users to access the information they need
- an interface that provides this access.

It is in the human factors side of information retrieval that I am seeking employ.

Portfolio:

- [Annual report 2004](#) for "Politie Brabant Noord"
- [Proof of Concept for disclosing content for "Advies Overheid"](#). The principles used are described in a [powerpoint presentation](#).
- [Application](#) for bringing companies and artists into contact with each other. The application was used at an art fair.
- [Lecture](#) (PDF, 1 Mb) I presented for IDM (Informatie Diensten en Management)

Succes stories:

- Set up Knowledge Management for the support department of Lucent Technologies in EMEA. Today every month 500 reusable solutions are created in EMEA.
- The Performance Classification. A database with user scenario's where telecom personnel interact with telecom equipment. I took the initiative and created the classification. The user scenarios are based on contextual inquiries with customers. This database is still used as a source of metadata and a start to perform task analysis.
- Information Mapping DTD. A DTD for developing SGML sources. The DTD enables the author to write information-mapped documents. The DTD also enables reuse. Reuse between manuals but also reuse between documentation and training.
- The ONG Information Standard. An architecture for ONG (transmission) documentation structure that follows the organization of the user's work. This architecture is now applied for all ONG documentation and training.

Other results:

- Delivered train the trainer sessions followed by instructor observations
- Set up ISO 9001 for a part of the training department, including processes for student feedback and instructor certification
- Designed many hours of computer based training including interactive video

Career history:

Several assignments (see portfolio) in the Information Architecture area	2005
<ul style="list-style-type: none">• Researcher for the EU FP5 program to investigate the improved efficiency of bibliometric maps, using cognitive mapping• Design of a web based training for teaching an Information Product Development Process	2004
Project Leader for implementing knowledge management in the support department of Lucent Technologies within the EMEA region	2000 - 2003
Performance Technologist in the documentation & training department of Lucent Technologies, responsible for the human factors aspect of documentation and training	1991 - 2000
Instructional designer for developing management training with interactive video in CAV (Amsterdam)	1988 - 1991
Project Leader in S-CON, a joined venture between Philips and	1987 - 1988

Kluwer, for producing computer based training for college (based in Arnhem)

Instructional designer at Courseware Europe (Zaandam) 1985 - 1986

Study 'Onderwijsproceskunde' (cognitive psychology) at the University of Utrecht 1980 - 1988

Languages:

- Dutch, mother tongue
- English, fluent
- French, fluent
- German, spoken
- Spanish, learning

Other interests:

- Family life
- Long walks in nature (mountains)
- Member of the parent board of primary education ('oudervereniging')
- Classical music

Personal information

Born: July 7, 1959

Married, two kids