

KAI BERGIN / AMSTERDAM

Curriculum Vitae

Kai Bergin

AI strategy and delivery across teams, platforms, and products.

AI SYSTEMS

PRODUCT DELIVERY

ENGINEERING LEADERSHIP

ORGANISATIONAL CHANGE

INTRO:

Senior technology leader specialising in artificial intelligence, engineering management, and modern software delivery. I lead teams, support organisational change, and translate emerging technology into practical products and services across AI, ML, GenAI, RPA, and software platforms.

Based in Amsterdam and originally from Australia, I work fluently in English and Dutch. Outside work I write, play bass, and train.



TECHNOLOGY, PEOPLE, AND THE WORK BETWEEN THEM.

PERSONAL:

Based

Amsterdam, Netherlands

01 / CAREER

Work Experience

AI strategy, engineering leadership, Agile coaching, and delivery across teams, platforms, and organisations.

NOW



ENGINEERING MANAGER

Ahold Delhaize · Contract | May 2025 – Present

Freelance engineering manager supporting Ahold Delhaize's Retail Media suite, a fast-scaling SaaS environment. Provide engineering management, Agile coaching, and process support across teams working with LeSS, Obeya, and Agile pods.

- Building an AI engineering team and supporting the delivery of machine learning, GenAI, and autonomous-agent capabilities.
- Developing AI capability across engineering through GitHub Copilot and Claude workshops, strategy sessions, and practical enablement.
- Contributing to the AI roadmap and product vision for the Ahold Delhaize retail media suite.

2025



SABBATICAL

MvR Digital Workforce | Jan 2025 – May 2025

A planned sabbatical dedicated to studying artificial intelligence and writing a book about its history and my personal experience of the field.

Family

Married, 3 kids, 2 dogs

Born

4-8-1975

LANGUAGES:

English | Native

Dutch | Bilingual, C2

SKILLS:

Organisational

Agile / Lean / LeSS

Feature Teams / Pods

Kanban / Obeya

SaFE, Gantt, Waterfall

Governance and Risk

GDPR / EU AI Act

ISO Audit / IQMS

Technical

LLM-Ops

Azure AI Foundry

Azure platform / architecture

Machine Learning

IAM / Entra / Azure

GitHub Copilot

Prompt Engineering

Facial recognition technology

Python

Deep Learning

REFERENCES:

ED ALKEMA

Tech Director

Blackhawk Network / 2025

ON REQUEST

ROBIN EGBERTS

AI Tech Lead

MVR-DW / 2024

ON REQUEST

WORK EXPERIENCE / CONTINUED

2020



HEAD OF ARTIFICIAL INTELLIGENCE

MvR Digital Workforce · Full-time | Jan 2020 – Jan 2025

Led MvR Digital Workforce's AI capability and managed a team of AI and ML engineers delivering custom solutions for local and international clients. As a member of the digital transformation team, held responsibility for operations, hiring, strategy, client relations, coaching, and process improvement.

- Directed delivery across classical AI pipelines and generative AI applications, working with clients from early proposition through implementation.
- Led hiring, day-to-day management, individual development, and coaching for AI and ML engineers.
- Led client and strategy work across artificial intelligence, generative AI, and AI governance.

Selected public contributions include speaking at the New Scientist Gala of Science 2024 on the history and future of AI, speaking at World Earth Day 2025 on the environmental impact of AI, and serving on the jury for the Robert Dijkgraaf Essay Award.

2024



DEVAI IMPLEMENTATION MANAGER

European Investment Bank · Contract | May 2024 – Oct 2024

Contract engagement delivered through MvR Digital Workforce. Led the implementation and adoption programme for GitHub Copilot at the EIB, working with Java developers, DevOps, security, and engineering management alongside Fujitsu Luxembourg, GitHub, and Microsoft.

- Coordinated stakeholders across engineering, DevOps, security, and management.
- Supported practical adoption of GitHub Copilot across development teams.
- Worked with delivery partners to align implementation, enablement, and rollout.

2023



AI DEVELOPMENT TEAM LEAD

NBCUniversal · Contract | Sep 2023 – Jun 2024

Contract engagement delivered through MvR Digital Workforce. Worked with NBCUniversal's RPA and finance teams and technology colleagues in the United States to deliver custom GenAI applications supporting royalty payments and support teams.

- Translated operational needs from royalty and support functions into AI-enabled solutions.
- Collaborated across finance, automation, and technology teams in Europe and the United States.
- Contributed to pilot work involving The Umbrella Academy, Jurassic Park, and The Fast and the Furious.

2022

**SENIOR SCRUM MASTER**

Action · Contract | Jun 2022 – Sep 2023

Contract engagement delivered through MvR Digital Workforce. Supported Action's newly formed digital team across mobile applications, CRM, and e-commerce.

- Facilitated changes to ways of working and team structure.
- Supported Agile adoption across product and development teams.
- Coached teams and management through working sessions and management coaching.

2021

**SENIOR SCRUM MASTER**

DICTU · Contract | Jan 2021 – Jan 2022

Contract engagement delivered through MvR Digital Workforce. Worked as senior scrum master with maintenance and support teams at the Dutch Ministry.

- Facilitated delivery and collaboration across maintenance and support teams.
- Supported management with training and development for in-house talent.
- Helped teams establish consistent working practices and a sustainable delivery rhythm.

2020

**PRODUCT OWNER, SAAS PLATFORM**

PLEUNZ | Your Digital Assistant · Full-time | Jan 2020 – Jan 2022

Managed the Automation as a Service SaaS platform at PLEUNZ | Your Digital Assistant, with responsibility for delivery, team coordination, and operational continuity.

- Led an offshore development and maintenance team.
- Supported the migration and integration of the organisation into MvR.
- Managed multiple ISO audits and maintained IQMS requirements.

2020

**PROJECT LEAD RPA - AUTOMATION**

Allinq · Contract | Jan 2020 – Jan 2021

Contract engagement delivered through MvR Digital Workforce, working with Allinq's RPA team and senior technology management.

- Identified and automated key operational processes.
- Developed roadmaps for RPA delivery and future improvements.
- Organised training and development for early-career professionals.

2017

**SENIOR TECHNICAL PROJECT MANAGER - GIFT CARDS**

Blackhawk Network • Full-time | Mar 2017 – Jan 2020

Worked in the Branded Payment Solutions domain across gift cards and digital vouchers, supporting brands including RestaurantCadeau, Restaurant Choice, Spa Choice, giftcard.nl, and HawkCommerce through a white-label e-commerce platform.

- Managed major platform migrations and website implementations.
 - Delivered product launches and payment solution implementations across the platform.
 - Coordinated partnerships with design agencies and digital marketing professionals.
 - Improved helpdesk and support processes for digital payment products.
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2015

**ASSET OWNER, SOCIAL INTRANET**

ING • Contract | Jan 2015 – Nov 2016

Contract engagement delivered through OrangeTrail. Worked with ING Global's communication department to implement a new social intranet for the bank.

- Supported the decommissioning of the previous platform and migration of content.
 - Set up workshops and practical guidance for digital collaboration.
 - Coordinated technical and communications stakeholders through the implementation.
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2007

**IT MANAGER**

Human Connection | Jan 2007 – May 2015

Worked as IT Manager and interim IT Manager across a diverse portfolio of clients in government, culture, technology, communication, and health care. Human Connection provided executive coaching, interim management, and personal development services.

- Managed IT budgets, technology resources, and organisational knowledge.
 - Provided strategic advice on technology investments and business initiatives.
 - Contributed to organisational change and personal development projects.
 - Supported teams in developing more effective ways of working and a culture of continuous learning.
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2010



D|C

IT MANAGER

DutchCulture · Contract | Jan 2010 – Jan 2014

Contract engagement delivered through Human Connection. Worked with NGO SICA and the merged DutchCulture organisation during the integration of multiple cultural foundations.

- Advised on the technical aspects of the organisational integration.
 - Managed day-to-day office IT and technical services.
 - Created and managed platforms supporting cultural collaboration across the Netherlands.
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2008

**TECHNICAL PROJECT CONSULTANT**

City of Amsterdam · Contract | Jan 2008 – Jan 2009

Worked with a specialist team implementing 20-year maintenance planning for Amsterdam's rail network.

- Implemented the planning approach in an asset management package.
 - Coordinated data collection with organisations across Amsterdam.
 - Supported maintenance budget calculations through structured data and algorithms.
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2007

**SCRUM MASTER, ASSISTANT PROJECT MANAGER**

City of Amsterdam · Freelance | Jan 2007 – Jan 2008

Worked as project assistant for the department of tunnels, locks, and bridges within the municipality of Amsterdam.

- Introduced Scrum and Agile practices to maintenance teams.
- Supported a transformation team implementing an asset management tool.
- Helped establish new ways of working with maintenance and project stakeholders.

References

A selection of recommendations from people I have worked with across AI, technology, and organisational change.

01

Throughout my career I have worked with many people who have a technical affinity. People who enjoy working with technology. There are quite a few of them in my professional circle.

But every now and then you meet someone who is genuinely passionate about technology.

Someone who uses their spare time to learn everything they can about a subject, seeks out people in their network to discuss its advantages and disadvantages, and wants to help clients, colleagues, and even competitors apply it. Someone who takes junior colleagues by the hand and explains complex subjects in a clear and accessible way. And who does all of this without losing sight of their primary responsibilities.

That person is Kai.

If you ever get the opportunity to work with him, do not hesitate.

ROBERT MEKKING

Founder, The
Intelligence Covenant
Institute

02

Kai makes a significant contribution to organisations working at the intersection of ICT, processes, and people. He is resourceful when addressing complex and innovative ICT challenges.

He listens carefully to an organisation's needs and translates them into a tailored approach. He is a highly dependable colleague who brings tremendous commitment and professional expertise.

Above all, he is a wonderful colleague. In addition to sharing a passion for our work, we share a passion for music.

DOROTHE WISSINK

Senior Organisational
Development Advisor

03

I had the pleasure of working with Kai as my manager. His leadership and project management skills were key to the successful operation of the Automation as a Service platform, Pleunz.

Within the team, he set realistic goals and reasonable deadlines for achieving them. Kai is a great motivator and deeply committed to his role and the projects he supports.

DIMITRIS PANTAZIS

RPA Consultant

Education

Secondary and Tertiary

Edith Cowen University - Jazz

Conservatorium van Amsterdam - Jazz

Lesmurdie SHS - VWO

Certifications

Scrum Master, Xebia

Product Owner, Xebia

Obeya



LINKEDIN

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