

# Koen Schrauwen



With over 10 years at AnywhereNow, I initiated the company's first cloud solution and expanded it into a core strategic capability. I spearheaded the transformation from manual operations to full Infrastructure-as-Code and automated customer deployments, while leading high-performing Azure and API teams. As Product Capability Owner, I drive the development of Cloud Infrastructure and OnePortal, our Azure-native platform. Certified as a

## Current Position

Product Capability Owner – 11/2014 to present

AnywhereNow., Rotterdam

Leading the strategic development of Text & Messaging, Reporting, Portals, and Cloud Infrastructure capabilities. Currently responsible for AnywhereNow OnePortal — our next-generation, Azure-native portal designed from the ground up to deliver a seamless and unified partner and customer experience.

## Skills

- (Agile) Product Management
- SCRUM practices
- Microsoft M365 Management
- (Azure) Infrastructure and Operations
- Problem Solving
- Team leadership / Team builder
- ISO27001/SOC2 Compliancy programs

## Work history

Team Lead & Product Owner – Azure Cloud Infrastructure, API and Automation – 11/2018 to 11/2024

AnywhereNow., Rotterdam

Leading a 12-person Azure Cloud & DevOps team, driving innovation across infrastructure, automation, monitoring, API development, and security. Spearheading Infrastructure as Code and deployment automation for scalability and efficiency. Implementing proactive monitoring and governance to ensure reliability and compliance. Overseeing API integration and cloud platform optimization. Strategically managing Anywhere365's Partner Portal to enhance collaboration and partner experience.

## Education

- Professional Scrum Product Owner I (PSPO I) - 2025
- Bachelor of Science (BSc): Commercial Economics – 2013
- MBO Level 4 IT Media Technology – 2011

Team Lead Cloud Operations & Infrastructure – 11/2018 to 11/2024

AnywhereNow., Rotterdam

Founded and built the Dialogue Cloud, transforming it from a solo project into a global, scalable platform. Established and led a 15-person Cloud Operations team driving reliability and innovation across Azure and on-prem infrastructure. Implemented reporting, automation, and cost control to ensure operational excellence. Ensured ISO 27001 and SOC 2 compliance with proactive risk and crisis management. Delivered 24/7 global support, SLA performance, and Infrastructure-as-Code automation for continuous improvement and service resilience.

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