

Charlotte Bakker (28)

STUDY YEAR: 2015–2016

IS: Management trainee @ NS (Dutch Railways)

HOME: Amsterdam

HOUSEHOLD: In a relationship

DREAM JOB AS KID: Cheerleader

RIDE: Train



I loved being a student, therefore it's not surprising I studied for almost 8 years. You'd think that I spend twice as long finishing my bachelor and master, however, the truth is different. I started studying in Groningen at the Hanzehogeschool, here I studied Human Resource Management. This took me 5 years due to my board year, but I wasn't done. I wanted to do a master! But.. which one? After visiting the master fair, speaking to several students, and doubting between SIM and change management, I made my decision, which turned out to be one of my best decisions ever made.

During the master I fulfilled several positions in the [MC](#) and had the opportunity to visit several companies and explore what I wanted to do after finishing my master. As most SIM students want to move towards consultancy, I decided to pursue management. I loved bringing everyone from SIM together during socials, inhouse days, dinners and other events, as well as organizing them. I wanted to do this in my future job and so I applied to several management traineeships. At NS your first function is to lead a team of 15-30 people. This sounded awesome, so I applied...

After a long selection-procedure, I was chosen to be one of the 6 management trainees at [NS](#) and was placed at travel-information. As a trainee you are thrown in the deep end. In the first two months, the members of my department were busy to finalize the centralization of travel-information. A process that took many years in which 12 posts were turned into one, and which also transformed existing jobs into travel information analysts. So basically, almost everything was new, nobody knew how it was going to turn out, and I was one of the team managers responsible to make the implementation a success. And there I was.. With zero experience, no organizational knowledge and being one of the youngest persons. A deep end alright. But I dived in and.. hit rock bottom! As it turns out, it's not so easy to be a manager. There was a lot of resistance from the employees and to my leadership style. Luckily, at NS there is a lot of help and freedom to explore and develop yourself and your skills. An external company helped me with my leadership development through trainings. I have also had and still have coaching sessions with someone from NS who was also once a trainee. This helped me greatly with determining what to do as a manager, like coaching sessions with my employees, assessing their performance, improving and creating (new) processes of the department, ultimately with the aim to provide better travel information. What I love in my job is the challenge to ensure the department's best results possible by making my employees better, and by not avoiding difficult conversations.

If you want to be a management trainee, my best advice would be to not be afraid of 'failing', willing to reflect on yourself, and growing through this process. The person I am now is very different from 1.5 years ago, and I can say I wouldn't be able to do this without falling and getting back up again (and again, and again...).

Feel free to contact me at any time via my [LinkedIn!](#)

Jork Netten (30)

STUDY YEAR: 2014–2015

IS: Advisor @ Neth. Gambling Authority

HOME: The Hague

HOUSEHOLD: Single

DREAM JOB: Private investigator

RIDE: Whatever rental car available



If you had asked me during the SIM Master where I would be working in four years, I would probably have said something like 'a big commercial organization within the financial industry'. However, I would have probably also told you that there is more in life than work, namely exploring the world.

After my master, I started working full time for a healthcare cooperation for which I also worked part-time during the SIM master. During this period, I had the opportunity to set up an audit program, investigate possible fraud cases, automate processes, and give advice to the board of directors and others. I also spent time to develop my own company, an online platform called [Duobus](#). After a while, I wanted to do something else. Something which would fit my desire to enhance my knowledge, and stretch my skills and abilities. But first, like many fellow SIM Students did before me, I decided to backpack through Asia for a few months.

After a fantastic journey, and with a SIM Master in my 'backpack' I decided it was time to look for the ideal job. Accidentally, I came across a vacancy from the [Netherlands Gambling Authority](#), an independent governance body responsible for the supervision and regulation of games of chance. The Authority supervises on [operators](#) of all kinds of games of chance, such as casinos, lotteries, slot machine operators, betting operators, et cetera. It also monitors related markets, such as the game market. The organization has three tasks: regulating legal supply, preventing gambling addiction and illegality and crime (such as money laundering), and protecting consumers.

I am responsible for the supervision on the video game industry (e.g. [loot boxes](#)), and providers of slot machines like casinos, bars, and arcades. The activities that I do vary enormously. Examples include: analyzing developments within games, companies and the industry, developing policy and regulations, and law enforcement (investigations). Ultimately the aim of all activities is to ensure that the vast majority of a certain market exhibits the (ethical) behavior that you want them to exhibit.

The industry players can be influenced by using a wide range of instruments varying from informal influencing relational networks to the imposition of rules, and from making certain innovations possible to the imposition of sanctions such as fines or criminal prosecution.

The nice thing about my work is that what you do actually has an demonstrable impact on society. You literally see the results of your doing in, for instance, the (international) news. Furthermore, it is interesting to determine the 'right' behavior based on the variety of interests in the market, and to analyze which intervention is most effective. Finally, the fringe benefits when working for a governance body are great. I can travel for over two months a year. This opportunity to travel definitely enhances my joy in life. If you want to know more about my job, working for an authority, or traveling, feel free to contact me via [LinkedIn](#).