

PROFILE

Independent manager offering 12 years of ICT experience in a professional context, both as a consultant and in managerial roles, working for renowned multinationals throughout all vertical markets. My profile's unique selling points are

- Its balance between globally recognized certifications in leading management best practices and varied hands-on experiences
- my value based and people centered leadership style, combined with an entrepreneurial focus on business development
- a pragmatic, goal oriented and result driven approach, making use of my innovative and analytical skills
- an optimistic and motivating personality
- multilingualism and excellent communication skills

SPECIALIZATION

- Project Management – OTOBOQ delivery by walking the right balance between methods and pragmatism
- Service Management – Assuring true organizational changes by aligning all aspects of 'people' and 'process'

LANGUAGES

	DUTCH	FRENCH	ENGLISH	GERMAN
	Native	Fluently	Fluently	Notion

QUALIFICATIONS | CERTIFICATES

CERTIFICATES	<i>UGent – Lean Management & Six Sigma (planned)</i>	2013
	<i>RUP / DSDM / PMI_ACP / TMAP / BABOK (planned)</i>	2012 – 2013
	ITIL v3 Expert (Manager Bridged)	2011
	ITIL v2 Service Manager	2010
	PMP Certified	2008
	PRINCE2 & MSP & M_o_R Practitioner	2008
	Certified SCRUMmaster (CSM)	2008
	Certified in the Principles of Change Management	2008
	COBIT Foundation	2007
	ISO20000 Foundation	2007
ASL & BiSL & ITIL v2 Foundation	2006 – 2007	
POST UNIVERSITY	<i>Vlerick – KMO Challenge Programme (planned)</i>	2013
	School for NLP – NLP Practitioner	2011 – 2012
UNIVERSITY	(Candidate) Licenciate Computer Sciences (Option Applied IT) University of Ghent, Belgium	1994 – 2000
SECONDARY	General Secondary Education (Option Mathematics – Sc. "A") Don Bosco College Zwijnaarde, Belgium	1988 – 1994
COMPANY TRAINING	Cevora – Writing for business in English	2008
	ElementK – Mastering MS Office	2008
	ElementK – Effective Change Management	2008
	SCRUM Master Training	2008
	Cevora – Project Management for Software Development	2007
	Cevora – Coaching of a Team (MBTI)	2007
	Cevora – Sales Strategies in ICT	2007
	Siemens – Project Management based on PMBOK	2006

EXPERIENCE SUMMARY (2000 – 2012)

COMPANY	ROLE – FUNCTION	CUSTOMERS	DOMAIN	PERIOD
Freelance	ScrumMaster/PM	Belgacom & Proximus, WGK	Web App Dev	05/2011 – 03/2012
	Project Mgr	ING	ITIL CSIP	09/2010 – 04/2011
	Project Mgr	Johnson & Johnson	Datacenter Move	09/2009 – 02/2010
	Lecturer	Highschool Ghent	Project Mgmt	09/2008 – 06/2010
CTG	Project Mgr	Thomas Cook, Belgacom Telindus	ITIL Implementation	02/2008 – 08/2008
	Coordinator/Trainer	Internal Roles	ITIL & PRINCE2	11/2007 – 05/2008
	Project Mgr	Allianz	Rebranding IT	04/2007 – 11/2007
Siemens	Service Product Mgr	Headquarter Staffing	Appl Portfolio	11/2006 – 04/2007
	Project Mgr	All vertical sectors	Telecom – Infra	12/2005 – 11/2006
	Solution Integrator	Fortis, Barco, Electrabel	IAM	02/2005 – 12/2005
	Product Expert	All vertical sectors	Contact Centers	10/2001 – 02/2005
	Service Engineer	AXA, Dexia	Telecom	06/2001 – 10/2001
Econocom	Support Engineer	Fortis, Fabricom	OS & Applications	10/2000 – 06/2001

EXPERIENCE DETAILS (2000 – 2012)

ARCURIS – Owner Freelancer

05/2011 – ETA 03/2012 Scrummaster/ProductOwner/Project Mgr Web App Dev – Ordina/Belgacom/Proximus

Scope	Cherry Picking – (Pre)Sales tool used in all Belgacom/Proximus shops Carrier & Wholesale Portal – personalised Webportal for telecom operators Mail Adapter API – Middleware for a transparent exchange of the Skynet eMail platform LMPG PrePaid – Middleware for all payments & uploads of PrePaid mobile cards
Sector	Telecommunication
Domain	J2EE, Clearcase/SVN, RAD, Maven/Jenkins, Adobe Flex, Hibernate, ...
Size	150K€ – 4 FTE analyst/developers – 250 mandays – 4 months 350K€ – 7 FTE analyst/developers – 600 mandays – 9 months 150K€ – 3 FTE analyst/developers – 150 mandays – 6 months 150K€ – 4 FTE analyst/developers – 150 mandays – 3 months
Achievements	<ul style="list-style-type: none"> ▪ E2E Project Management in a fixed price – fixed deadline setting (PRINCE2 env) ▪ ScrumMaster and ProductOwner role for web app development (SCRUM env) ▪ Project responsibility as of team staffing till delivery & warranty ▪ Managing concurrent projects for multiple business lines & leading the direct teams ▪ Using MS Project as a planning tool and HP Quality Center for testing support

10/2011 – 12/2011 Scrummaster/ProductOwner/Project Mgr Mobile Dev – Ordina/Wit-Gele Kruis

Scope	Electronical Medical Dossier – mobile tablet application – Proof Of Concept
Sector	Non-profit
Domain	Adobe LCDS, iOS/Android/Windows7, Adobe Flex, J2EE
Size	60K€ – 8 FTE (Analist/Architect/Usability Expert/DEVs) – 80 mandays in 1 month
Achievements	<ul style="list-style-type: none"> ▪ E2E Project Management in a fixed price – fixed deadline setting (PRINCE2 env) ▪ ScrumMaster and ProductOwner role for web app development (SCRUM env) ▪ Leading & coaching the projectteam, controlling the customer relationship

09/2010 – 04/2011 ITIL Project Manager – Crossroad/ING

Scope	Process & Service improvements as a part of an End-User-Experience-Improvement programme for ING Belgium, including external providers (Getronics, KPN, ATOS, Verizon)
Sector	Finance

Domain	Service Desk Incident Problem Change Config Knowledge Management
Achievements	<ul style="list-style-type: none"> ▪ Maturity analysis of the AS-IS Service Management practices ▪ Define the project approach & plan for the TO-BE improvements with a focus on Service Desk, Incident Mgmt, Problem Management, Change Mgmt ▪ Initiate and coordinate operational and process improvements in the organisation & at the outsourcing partners ▪ Introducing new communication lines cross project & service organisation ▪ Identifying the required tool adjustments in HP Service Center/Manager ▪ Activities in a multi disciplinary team consisting of Process Owners, Incident & Problem Managers, Tooling Experts, Supplier Responsibles,... ▪ Coordinating the elaboration and implementation of a new Knowledge Management process ▪ Assure that a true change takes place by aligning the necessary requirements in the domains of People, Process, Product, Partners, Performance, Organisation and Governance

09/2009 – 02/2010

Project Manager – Centric/Johnson & Johnson

Scope	Datacenter move from EMEA to US (consolidation + virtualisation)
Sector	Pharmaceutical
Size	~400 servers (Physical/Virtual, Windows/Unix), ~6 FTE
Domain	Shared Oracle, Shared Unix, VMWare farm, Citrix farm, NAS, SAN, Firewalls, Webmethods, VPN, DNS, B2B, GxP/SOx, business critical applications (Disaster Recovery, High Availability)
Achievements	<ul style="list-style-type: none"> ▪ Taking over the project management of an off-track project (Recovery Mode) ▪ Define & coordinate the execution of a datacenter move ▪ Multinational teams (EMEA/US & India) – reporting to US Management ▪ Process based on SDLC/PMBOK in a SOx/Gxp regulated environment

09/2008 – 06/2010

Lecturer for Hogeschool Gent – ManCom (Management & Communication)

Sector	Education – ManaMA
Achievements	<ul style="list-style-type: none"> ▪ Teaching and coaching Project Management skills and methods, and MS Office/Project to a group of ~40 students ▪ Each academic year counts 15 evening classroom sessions of 2 hours each

CTG BELGIUM – payroll employee

11/2007 – 05/2008

Internal roles for CTG

Achievements	<ul style="list-style-type: none"> ▪ Team Leader – leading an ITIL v3 review team (8 people) ▪ Bench Coordinator – responsible for the coordination, motivation and competence management of the benchteam (~20 people) ▪ PRINCE2 Trainer – training project managers in the PRINCE2 method (~30 people) ▪ Service Owner – development of a new BI-for-IT service ▪ Meeting Facilitator – leading Business Requirement & Lessons Learned meetings
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05/2008 – 08/2008

ITIL Project Manager for Telindus

Scope	Service Catalogue Inventarisation + ITIL Glossary
Sector	Telecommunication
Size	3 months – 4 people – 40K€ fixed price – Prince2/ITIL methodology
Achievements	<ul style="list-style-type: none"> ▪ Requirements gathering during intake and developing the proposal, plan and budget ▪ Execution and consolidation of interviews with middle management (BU & IT) ▪ Inventarisation of all services and their business process components ▪ Coaching a junior project manager

02/2008 – 05/2008

ITIL Project Manager for Thomas Cook

Scope	Optimisation of the ITIL service support processes and implementation of a new service desk tool (Omninet – Omnitracker)
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Sector	Services
Size	3 months – 6 people – 150k€ – Prince2/ITIL methodology
Achievements	<ul style="list-style-type: none"> ▪ Responsible for the follow up of the project budget, timing and quality from kick-off till final delivery ▪ Leading the project team, including alignment with the customer responsables ▪ End responsibility for customer satisfaction

04/2007 – 11/2007

Rebranding Project Manager for Allianz

Scope	Rebranding of the entire IT environment from AGF to Allianz (Logo + Company Name)
Sector	Finance & Insurance
Domain	IBM Mainframe, ADA, CICS, Internet/Extranet/Intranet, .Net, AD, Ms Exchange
Size	8 months – 600 mandays – 45 people in volatile teams – 662k€
Achievements	<ul style="list-style-type: none"> ▪ Responsible for the Project Management (budget, timing, quality) to deliver OTOBOQ the required changes in the IT environment ▪ Varied team composition (Architecture, Application Development, Infra & Operations) and leading work groups with cooperation of both BU & IT ▪ Focus on Scope Management and Quality Management due to a high external project visibility

SIEMENS – payroll employee

11/2006 – 04/2007

Global Service Product Manager – HQ Staffing

Scope	Global product responsibility with respect to the service aspects of the Siemens software portfolio of Microsoft server based applications
Responsibilities	<ul style="list-style-type: none"> ▪ Follow up of the service business case for applications, elaborating product roadmaps, product cost structure verification, quality control of the service procedures ▪ Responsible for the definition of the product requirements, follow up of the implementation of the required features in the different product lines, defining the training needs for each country based on sales forecasts ▪ International development environment (Germany/Canada) ▪ Teams using both Agile & Waterfall processes, RUP development

12/2005 – 11/2006

Infrastructure Project Manager

Scope	Infrastructure projects for external customers – data & voice integrations
Sector	Finance (Dexia, ING, Linklaters), Industry (Barco), Government (VSKO), Life Sciences (AZ Lokeren, UZ Gent)
Size	Portfolio of ~20 projects, each ~20 mandays ~6 people ~200 K€
Achievements	<ul style="list-style-type: none"> ▪ Responsible for the coordination and follow up of infrastructure implementations at external customers throughout all vertical markets ▪ Leading the project team and activities ▪ As a SPOC responsible for the customer satisfaction from kick-off till delivery ▪ Participating in the setup of an internal Project Office

02/2005 – 12/2005

Solution Integrator – Identity & Access Management

Sector	Finance (Fortis), Industry (Barco, Electrabel)
Domain	IAM, RBAC, FTP, LDAP, AD, ODBC, XML, Scripting
Responsibilities	<ul style="list-style-type: none"> ▪ Responsible for the build, maintenance and operation of IAM-integrations ▪ Implementing HR processes, directory and database integrations, password synchronizations, Single-Sign-On, Role-Based-Access

10/2001 – 02/2005

Product Expert – ContactCenter Solutions

Sector	Finance (Dexia, Landbouwkrediet, Generali, Winterthur), Industry (Roularta,...), Government (FOD Economie, Eurocontrol, ...), Life Sciences (UCB, Becton Dickinson,...)
Domain	ACD, IVR, CTI, CRM, ERP, Microsoft, Citrix, SQL, ICT Technologies in general
Responsibilities	<ul style="list-style-type: none"> ▪ Providing technical and conceptual consultancy for the implementation of contact

- centers and service desks
- International customer support and project implementations (Europe | Africa)
- Providing software training to service engineers and customer responsables
- Product responsibility for the servicability aspects of contactcenter applications (Voxtron Axxium, Siemens Hipath Procenter)
- Responding to RFPs during pre-sales phase

06/2001 – 10/2001

Service Engineer – Telecom PABX support

Sector	Finance (Axa, Dexia)
Domain	Windows NT/2000 systems, TCP/IP networks, Siemens PABX, Unix based environments
Responsibilities	<ul style="list-style-type: none"> ▪ Configuring the operating system and software of Siemens PABX systems ▪ Operational monitoring (availability, capacity & continuity)

ECONOCOM – payroll employee

10/2000 – 06/2001

IT Support Engineer – 1st and 2nd line IT support

Sector	Finance (Fortis) & Industry (Fabricom)
Domain	Microsoft NT/2000 systems, TCP/IP networks, extensive application portfolio
Responsibilities	<ul style="list-style-type: none"> ▪ Delivering 1st and 2nd line IT support (hardware software, service desk on-site) ▪ Making use of Peregrine as a Service Support tool